



## **HOST TEAM - Training Guide**

- **New Church Mission**
  - You Belong. To Him. With Us. For More
- **Host Team Purpose**
  - No matter where we are in our relationship with God, we all have a next step. For some, the best next step may be to simply return to church again the following week. For others, a next step may be getting baptized, joining a Rooted, starting a Bible Plan, or volunteering. Our role as the Host Team is to be a guide during each guest interaction. We provide the information and tools necessary to help guests identify and take the step that is appropriate for them. Here are some common next steps:
- **Host Team Core Values**
  - We Will Do The Right Thing
  - We Will Create The Culture
  - We Will See Every Person
  - We Will Work Together
  - We Will Never Stop Improving
- **Host Team Ways To Win**
  - Be at the pre service huddle (45 minute before each service)
  - Be in position and ready to serve 30 minutes before service start time.
  - Committing and exemplifying our 5 Core Values
  - Greeting every guest (Hospitality = love of strangers!)
  - Connecting guests to next steps
  - Creating a safe and inviting environment
  - Returning to serve position for service dismissal
  - Leaving the lobby in better shape than we found it
  - Over-communicating needs/concerns/ideas/conflicts

- **Host Team Tips To Serve Well**

- Use the 10-4 rule. When a guest is 10 feet away, make eye contact and smile. When they are four feet away, greet them verbally.
- Assist new guests by familiarizing them with our building.
- Instead of pointing, always walk with guests to their location.
- Refrain from being on your phone.
- Don't be afraid to say "I don't know! Always follow up with "let me find out!"
- Phrases and questions to guide your time with guests
  - Welcome to New Church! We are so glad you're here!
  - How long have you been attending?
  - Is there anything I can help you with?
  - Is there anything we can be praying for?

- **Important information for all volunteers to know**

- New Church is non-denominational.
- Services run about 70 minutes.
- Our website is [www.newchurchnc.com](http://www.newchurchnc.com)
- There are 4 ways to give (in person, text to give, one time online, automated)
- All Things New is the first step for new guests
  - This is a once a month event to explain the mission and vision of our church and a chance for people to learn more from our lead pastor.
- Rooted is the next step
  - A 10 week experience with a group of people where we learn together to apply 7 different things to our lives as Christians.
- Our offices are open Monday-Thursday 9:00am-4:00pm

- **Host Team Positions**

- **Door Team**

- **Door Holders ( Main Entrance + Auditorium)**

- Your role is to make sure every door is opened for every guest. You are likely the first in-person interaction with our guests. You commit to being alert and attentive to the people we are serving!

- **Hall Sharks**

- Your role is to connect with people who have just walked through the door and need a more personal interaction. This might be helping a family with children to NewKidz, or an elderly family to the auditorium. Your role is a floating role, constantly keeping your eyes on families that need a little extra help.

- **Next Steps Team**

- **First Time Guests / Next Steps**

- Your role is to stay stationed at the next steps table One half of this table is dedicated for our new friends and families. You will ask them to fill out a connect card, give them a gift, and answer any questions they may have about our church. You need to know the mission and vision of our church. You also need to know important next steps and ways to get involved. This includes getting people signed up and ready for All Things New + Rooted

- **Special Events Table**

- Occasionally we will have an extra table set up for things like Thanksgiving drive bags and registrations for groups. If you are serving here it is vital you have an understanding of all important information about the event or group.

- **Cafe Team**

- **Brewer**

- The brewer commits to getting to service one hour before our guests begin to arrive (8:00am and 9:45am). Your role is to prepare the coffee and other items to be ready to serve before service begins. You will commit to learning the equipment and communicating when we are low on supplies long before we run out!

- **Stocker**

- Your role is to assist the brewer in taking airpots of coffee out to the counter top. You will assist with cleaning up spills and restocking cups/napkins etc for our guests in the cafe!

- **Parking Team**

- **Site Prep**

- Your role is to arrive at the building no later than one hour before first service (8:00am). You will make sure gates are open, walkways cleared of debris and that the parking lot and walkways are ready for our guests.

- **Gate Greeters (Reynolda + Yadkinville)**

- You will stand at the gates and be the very first line of contact with the people coming to New Church! You will also be (potentially) the only person a passer-by will see/experience from our church! You represent the very first impression of our church!

- **Parking Lot Attendants**

- You help direct traffic within the parking lot to make sure all cars are parked appropriately. You also will communicate with the front doors via walkie-talkie of any special needs a family or individual may have!