



Opportunity: Greeter

Description: Create a warm and welcoming environment for new guests.

Time: Sunday Mornings 9:00 – 10:45 or 10:45 - 12:30

Reports to: Lead Greeter

- Please arrive 30 minutes prior to service time you are serving in
- Please remain at your location until 15 minutes after the service starts.
- Please return to your location 5 minutes before the service ends and remain until the next team arrives.
- Don't greet other hosts. This isn't the place to catch up with your friends; this is a critical job and you play an important role.
- Look for people that could take your place and/or join our team. In other words, always look for someone else to serve with you.
- It isn't an accident when people feel welcome at a restaurant, store, place of entertainment, etc. It is the DNA of our church to make people feel welcome.

Greeters are placed in several locations on Sunday mornings. Here is an overview of the different greeter positions.

- **Front Line Host:** These hosts will be positioned outside of the building on the sidewalk. They should greet people by saying, "good morning." It is best to avoid lengthy conversations in order to avoid a traffic jam. Let the guests and regular attenders move inside the theater. It looks best and flows best when the guests can approach, be greeted, and move inside.
- **2nd Wave Host:** As the guests move toward the auditorium they should be welcomed by the second wave of hosts. This group will ask if they can help them find anything or if they are first time guests. If the answer is "yes" help them find whatever it is they are looking for or find a staff member (wearing a blue "lead" lanyard) that could answer questions that you are not comfortable answering. If they say "no", then you should just say, "welcome to Ridge Church," or "we're

glad you're here today," and smile.

- **Auditorium Host:** As attenders approach the door greet them as you say, "enjoy the service." After the service they should say, "have a nice day/weekend." From time to time after the service you should organize invite cards, signs, and other tools for attenders to pick up as they exit the service.
- **The Roaming Host (everyone not at the auditorium entrance or the adult service entrance):** Should concentrate on being in very strategic locations other than the entrance to the auditorium. Some near the information table, a couple near kids check-in. We need those hosts to concentrate on connecting with people who have that "we're new here" or "what should we do?" look, not having conversations with friends or other guests. Specifically, you are looking for couples or singles that are not engaged in conversation currently. Break the fear factor.