



Guest Services Manual

2017 Edition

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WELCOME TO THE GUEST SERVICES TEAM!

We are so grateful that you have chosen to partner with us as we serve those who attend our church. As a Guest Services volunteer, you have the unique opportunity to create an incredible guest experience for every person who attends our church. Think of your role as being the “host” in your home and of them as “guests” in your home.

This handbook is designed as a resource to help you in your volunteer role. Within its pages you’ll find information that is applicable to all Guest Services volunteers: Parking Teams, Host Teams, New Here Teams and Guest Services Center Teams.

While our desire is to provide you with an understanding of the mechanics of Guest Services, please keep in mind that the way you welcome, inform, serve, or otherwise assist guests will stay with them much longer than any “functional” assistance you provide.

GUEST SERVICES GUIDELINES AND PROCEDURES

Each week that you serve, you will receive an email reminder from Planning Center Online with the schedule and any additional details for the upcoming Sunday. Please be sure to look for this email and respond accordingly. If you have any questions specific to the Sunday you serve, please contact your captain or the Guest Services Director.

STANDARDS AND VALUES

Every Sunday could be someone's first Sunday. Our teams create excellent environments that exceed the guests' expectations of hospitality. Through our actions and interactions with our guests, we display the love of Jesus and introduce them to a church that loves audaciously.

Our Values as a Guest Services Team:

- Deliver "WOW" through service.
- Display joy and excitement.
- Leave a lasting impression.

Our Environment Is:

COMFORTABLE

- The temperature is pleasing.
- The building is safe and secure.
- The furniture is useful and the seating is comfortable.
- We provide restroom extras (e.g., good-smelling lotions and soap, personal products for women, and Scope® with cups for men).

CLEAN

- Every environment smells clean and fresh.
- All areas are neat and in order (e.g., extra boxes out of sight, pens and handouts in nice containers).
- Facility is spotless with floors, glass, and surfaces cleaned and ready for our guests. Think surgically clean!
- All volunteers work together to maintain clean floors (constantly scan the floors for trash) and accessible trashcans (visible and emptied regularly).

COMMITTED

- Volunteers are consistent with attendance and arrive prepared to serve.
- All positions are filled to the point that it allows the flexibility for volunteers to leave their positions to serve guests above and beyond.

CONTAGIOUS

- Volunteers provide the "WOW" welcome! We want to always exceed the expectations of our guests with hospitality overload.

- With actions! All volunteers are welcoming! They smile, make eye contact, and serve with passion, excitement, and anticipation of what God is going to do through them.

CONCIERGES

- They provide excellence in every action—provide intentional acts of service; look for ways to “WOW” guests (e.g., if guest is coughing, get him water).
- They provide excellence in every interaction—initiate the “Hello,” and walk guests who need directions; call guests by name when possible.

CLEAR

- Directional signage is effective and visible. Every area is clearly marked (e.g., restrooms).
- Volunteers provide clear directions and valuable information about all environments of the church and can direct guests to exactly where they need to go.
- Volunteers know transition details in order to maintain a smooth flow of service as guests arrive in the sanctuary (e.g., seating area changes as the sanctuary fills up).

RESPONSIBILITIES

Guest Services volunteers welcome all guests that enter the church. In addition to greeting people, volunteers answer questions and help guests find their way around the campus. As a Guest Services volunteer, you are one of the very first impressions our guests will have of our church. We ask that you serve two weeks at a time, and stay current with our information.

Sunday Schedule

Guest Services volunteers should arrive at the Guest Services area one (1) hour before the service on the team's designated service day. This allows time to grab a snack and have fellowship with other volunteers, receive location assignments, pick up nametags, and get instructions for the day. The time commitment will vary for each team.

Dress Code

When you are serving, please wear the provided Guest Services identification (e.g., lanyard, badge, t-shirt). Casual pants or jeans are appropriate; however, shorts are not unless you are serving on the Parking Team. Flip-flops should also be avoided. For ladies, please be aware that short skirts and tight or sheer clothing can be a distraction and should not be worn. Because many guests are sensitive to strong smells, please consider not wearing perfume or cologne.

Reminders

In order to create a welcoming environment, here are some points to remember:

- Know the location of all the environments, restrooms, Guest Services Information Center, etc.
- Be aware of any special events that Sunday.
- Your children may come to the Guest Services room until their environments are ready. We ask that your children not "assist" you while you are serving.
- Be in position 30 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while at your position.
- Please limit personal conversations with friends and other volunteers.
- When asked for directions to an environment, always take the time to escort the guest to that location. We never want to "point" our guests in the right direction. You can also introduce guests to a member of the New Here Team if you are unable to walk the guests where they need to go.

- Stay in position until after the offering. Greeters at both entrances need to stay in position until 15 minutes after the service begins.
- Return to your doors five minutes before the end of the service to dismiss guests and to prepare for any special offerings.
- Please assist in cleaning up the sanctuary post-service and take any lost and found items to the main office.

Bulletins

- If you run out of bulletins, ask your captain for more and continue to greet until the end of your shift.
- Keep the bulletin inside the doors on the glass pedestals. Do not bring them outside the doors.
- Insert handouts in the bulletins (when necessary).

USHER/GREETER TEAM

Our win, in ALL guest interactions, is to make guests feel valued with a sincere greeting, a friendly presence, and a fond farewell.

We do this by:

- Greeting our guests at the exterior and sanctuary front doors with a smile and a bulletin.
- Having positive body language by smiling, making eye contact, standing with good posture—arms unfolded and body open toward the guests.
- Giving our guests a fond farewell by opening interior and exterior exit doors and giving them any necessary handouts upon leaving.

Greeter (Exterior)

- Please greet late arrivers until 15 minutes after the service begins.
- Be on the lookout for anyone who looks lost and introduce him or her to a member of the New Here Team.
- Please close the doors when you leave your post.
- Please return to your position 5 minutes before the service ends to say, “Thanks for coming,” or “Have a great week,” etc.

Rain Plan

In case of rain, please do the following **pre-service**:

- All parking team members will take umbrellas with them to the parking lots and pass them out to guests as they exit their cars.
- All exterior greeters will retrieve umbrellas from guests when they arrive at the main doors.
- The parking captain will collect the umbrellas from the exterior greeters.

In case of rain, please do the following **post-service**:

- All exterior greeters will pass out umbrellas to guests as they exit the main doors.
- All parking team members will retrieve umbrellas from guests as they enter their cars.
- The parking captain will collect the umbrellas from the parking team and bring them back to the exterior greeters.

Greeter’s Reminders

- Please do not lean on doors.
- Bring lost and found items to the LAC main office.
- Please, no drinks, food, or purses at your post.

Usher

Our win, in ALL guest interactions, is to initiate with a warm greeting, friendly presence, and clear directions to a seat. Ushering begins as soon as the doors are open! Your main purpose is to personally help guests find available seats. An inconspicuous scouting of empty seats is the best way to do this. Quietly and politely asking guests if seats next to them are available allows you to put together a mental inventory of available seats. Politely ask guests to move to the center of their rows in order to create empty seats for our guests. Once you've located seats, discreetly escort guests to them.

We do this by:

- Keeping count of all available seats in your assigned sections and communicating those numbers to the connectors.
- Having positive body language (smiling, good posture, arms unfolded, and attentive to guests walking down the aisles).
- Interacting with guests in your sections before the service and asking them to move toward the middle of their rows to create empty seats for other guests.

Usher's Reminders

- Be proactive!
- Be aware of the location of handicapped and first-time guests' seating and speak with your team via radio about available seats.
- Seat guests in the front sections first, if possible.
- Give any noisy or restless children a coloring bag, located at the Guest Services Information Center.
- Encourage guests to fill in the middle of the rows to allow accessible seating for late arrivals.
- Let guests sitting on the end of rows know that you may need to tap them on the shoulder and ask them to step aside for guests to be seated.
- Guests are not permitted to stand along the back wall due to fire codes. Offer to take them to an additional seating area, if available.
- All ushers are positioned near the doors in the rear of the sanctuary throughout the entire service in order to watch for those who need to be escorted to their seats and for medical emergencies.
- Please assist in cleaning up the sanctuary post-service and take any lost and found items to the Guest Services Center.

Offering Procedures

Confirm the location of your section and make sure someone is assigned to help you collect the offering. The team leader shortly before the offertory prayer will distribute plates. Always refer to the weekly service order for clarity on when the offering will take place. During the prayer, quietly move to your position. At the conclusion of the prayer, start passing the plates to collect the offering (right to left). Be aware of when the offering is collected, regardless if you're invited forward. Please be observant and allow everyone who wants to give an offering the opportunity to contribute, including those who are seated at the rear of the sanctuary.

Offertory Reminders

- The Usher Team lead will assign three to four ushers to "count" in the count room.
- Front-of-house ushers will transition to the back of the sanctuary to monitor doors and seat late arrivals in the back of the sanctuary.
- If you notice you don't have enough plates, please ask your captain where to obtain more.
- Your captain or co-captain will collect the plates. For safety and security reasons, when handling the offering, please make sure you are always with at least one other Guest Services Team member. All offering monies should be placed in a marked plastic bag and brought to the Finance Office or drop safe. Empty trays are returned to the Guest Services closet.

Attendance Counters

Attendance Counters are the "head counters" of all attendees in the facility during an event or service.

- Appointed by Ushers/Greeters Team Leaders.
- Detail oriented.
- Physically able to access the crowd's nest in the sanctuary.
- Trained by other counters or Ushers/Greeters Team Leaders.
- Fulfills responsibility after the offertory or middle of the service.
- Places completed attendance sheet on the desk in the Main Office.
- Attendance Counter schedule rotates weekly.

NEW HERE TEAM

The purpose of this team is to welcome, inform, and serve specifically our first-time or newly attending guests. The goal of this team is to create an incredible first impression and a personalized experience by assisting first-time guests from the moment they walk through our doors. Our win, in ALL guest interactions, is to provide first-timers with a genuine greeting, a personalized experience, and a friendly follow-up.

We do this by:

- Being on the lookout for first-time guests—people who don't look comfortable or who have the "Where do I go?" look on their faces.
- Engaging in conversation with first-time guests and taking them exactly where they need to go while giving them the appropriate information for each environment or for the church as a whole.
- Giving each first-timer a first-time gift and ensuring their information is captured.

New Here Team Reminders

- Do not leave your position until 10 min after the service has started. Typically, first time guests enter late. You should be the first people to greet guests and escort them to their environments or the sanctuary.
- Refrain from talking to friends and/or texting while serving.
- When you meet first-time guests, offer them a "New Here?" card and give them the instructions for filling out the card. You will use this card to retrieve their information for follow-up communication.
- Communicate with your team that you are taking a first-time family to the auditorium or to a family ministry environment.

Guest Services Information Center (GSC)

Our win, in ALL guest interactions, is to go above and beyond to serve our guests by answering questions, providing clear information, and helping them take next steps.

We do this by:

- Being familiar with the GSC Update before serving to know what's happening and to answer guests' questions.
- Engaging our guests as best we can to make sure we give them the information they need.
- Escorting them to their destinations when appropriate.

Guest Services Information Center Reminders

- Please arrive at the GSC one (1) hour before the service begins. You will serve until 30 minutes after the service ends. There should be at least two volunteers at the GSC during the service in case of emergencies or need.
- If you have children, they may come with you to the Guest Services area until their environments are ready.
- Read the weekly "Update" that is sent to you via email from Planning Center Online. A copy will also be available on Sundays. The "Update" provides a quick reference for the latest information for that Sunday and the coming week.
- Please stand 'at the ready' in anticipation of engaging our guests.
- Avoid sitting in chairs.
- It is best for only GSC volunteers to be at this station.
- Please refrain from eating or drinking when serving.
- When asked for directions to an environment, and when possible take the time to escort the guest to that location. We never want to "point" our guests in the right direction. You can also introduce guests to a member of the New Here Team if you are unable to walk them where they need to go.
- Be aware of supplies getting low and restock them as needed.
- Straighten the display as needed and keep it free of clutter.
- At some point during the service, please check and restock the bathrooms with mints and push the trash down so it appears empty.
- Medical personnel are available at each service. Please ensure you are aware of who is 'on-call' your week of service prior to arriving that week.

Miscellaneous Information

- Wheelchairs and general first aid is available, but we do not give out medication.
- The Lost and Found basket is located in the coatroom; however, valuables are in the LAC main office. Please assist guests in finding their lost items.

REFRESHMENTS TEAM

- Our win, in ALL guest interactions, is to make guests feel valued with a sincere greeting and a friendly presence while serving quality coffee and delicious refreshments. Refreshments are served in the lobby from 9:45-10:20 am.

Refreshments Coffee

- Coffee preparers and Hosts work together in serving people and with cleanup.
- Please wear plastic gloves while preparing and serving refreshments.
- Volunteers serve two weeks at a time on a rotating basis.
- Coffee setup and cleanup instructions are available in the kitchen.

Refreshments Food Prep

- Pastries and breads are picked up at designated grocery stores and/or bakeries.
- Please cut and plate the food items then carry them to the Refreshments service area.

Refreshments Hosts

- Hosts are ready to greet guests at the Refreshments area by 9:45 am.
- Please wear plastic gloves while serving refreshments.
- Warmly greet people by name as they come to the Refreshments area.
- Assist the Coffee team with cleanup.
- Volunteers serve two weeks at a time on a rotating basis.

PARKING TEAM

Our win, in ALL guest interactions, is to initiate with a warm welcome, clear directions, and a fond farewell.

We do this by:

- Smiling and waving at cars as they arrive and depart from the parking lots.
- Clearly directing guests to parking spots and our building.
- Going the extra mile in guest interactions by giving first-timers, the handicapped, and latecomers priority parking. Parking Team members are the first connections that guests have with our church. In addition to helping people park, Parking Team members also greet guests and help them find their way around the campus.

Dress Code

As a Parking Team member, please remember to wear “weather-appropriate” clothing or LAC provided apparel. Safety vests, gloves, radios, and rain gear are available in the Guest Services area for your use. Regular shorts are okay—no cut-offs, please.

Parking Team Reminders

- Parking Team members should arrive one (1) hour before their service times and report to the Guest Services area.
- If you have children, they may come to the Guest Services room until their environments are ready.
- Parking Teams should be in position 30 minutes before the service begins and stay in place 15 minutes after the service begins.
- Please do not move traffic cones or signage in the parking lots; these are placed for specific purposes and the consistency of their locations provides a predictable system for our guests.
- During the service, several Parking Team members should remain outside the building around the parking lots to assist guests and ensure safety.
- Parking Team members should return to their positions 10 minutes prior to the end of each service.
- Return traffic flashlights and rain gear to the Guest Services closet.
- Hang traffic vests in the Guest Services closet.
- After your captain dismisses the team, please help him/her consolidate banners, signs, and cones for pick-up.

Rain Plan

In case of rain, please do the following **pre-service**:

- All parking team members will take umbrellas with them to the parking lots and pass them out to guests as they exit their cars (Inbound).
- All exterior greeters will retrieve umbrellas from guests when they arrive at the main doors.
- The parking captain will collect the umbrellas from the exterior greeters.

In case of rain, please do the following **post-service**:

- All exterior greeters will pass out umbrellas to guests as they exit the main doors.
- All parking team members will retrieve umbrellas from guests as they enter their cars.
- The parking captain will collect the umbrellas from the parking team and bring them back to the exterior greeters.

KEY ENVIRONMENTS: EMERGENCY PROCEDURES

From time to time, situations arise that are true emergencies. They demand your attention and affect the safety of one or more of our guests. It is during these times, and these times only, that the word "emergency" should be used to communicate the situation. Some of these situations include:

First Aid Kits

- First aid kits are located in the main office, Information Center, Preschool Director's office, Town Hall (downstairs) and Youth Room (downstairs).
- A burn kit is located in the kitchen.

Medical Emergency

- Contact your captain and the Guest Services Director.
- Provide the location and description of the situation.
- The Director will contact someone on the medical call list.
- Have someone stay with the person then call 911.
- Use a cell phone or ask the Information Center Host to dial 911.
Information Center desk phone: Press "9", "911", "Dial"
- Get as much information as possible, what the problem is, and the age of the person, are they conscious or unconscious, what they were doing before the incident happened, what medications they are taking and what reason they are taking it.
- Note: If a person has fallen down, do not try and get them to stand up and do not give them anything to eat or drink.
- The person calling 911 should state what the emergency is and wait for the operator to ask questions. You will be asked:
 - Where is the person is located? *Lancaster Alliance Church, 210 Pitney Road, Lancaster*
 - What telephone number can someone be reached at? *717.397.1121*
 - Several questions so the medical dispatcher will know what kind of equipment is needed. Do not hang up the telephone until instructed to by the operator.
- Have someone go outside and meet the ambulance, police or any emergency equipment that will be arriving. Try to have the people clear the way for the medical personnel and their equipment.

Suspicious Person

Suspicious can be any person, act, event, or situation that appears questionable. Anytime someone or something just doesn't seem right to you – trust your gut. People aren't suspicious. Behavior is. Although we all say "suspicious person," it is in fact their behavior that is suspicious.

Examples of what it means to identify something suspicious:

- Surveillance - Are you aware of anyone recording or monitoring activities, taking notes, using cameras, maps, binoculars, etc.?
- Clothing – Watch for bulky clothing in the summertime
- Behavior - Avoiding eye contact
- Actions - In a hurry, avoiding personal contact, etc.
- Weapons

Action Steps

EARLY ENGAGEMENT

- Be kind and welcoming just as you would any other person. Often suspicious behavior is associated with people who do not want to be noticed. Simply welcoming them and engaging kindly with them is very disarming.

ASSESSMENT

- Make note of details; examples include:
 - S** – Size (Jot down the number of people, gender, ages, and physical descriptions)
 - A** – Activity (Describe exactly what they are doing)
 - L** – Location (Provide exact location)
 - U** – Uniform (Describe what they are wearing, including shoes)
 - T** – Time (Provide date, time, and duration of activity)
 - E** – Equipment (Describe vehicle: make, color, license plate, camera, guns, etc.)

REFER

- Contact your captain and the Guest Services Director.
- Provide the location of the person, the description of the person, and the suspicious behavior.
- The Guest Services binder located at the Guest Services Information Center has a list of people trained to handle suspicious situations. Have the person called and pass along as much information as possible. This person will handle the situation from there, along with any needed directives (including whether to call 911).
- Keep an eye on the person until someone arrives.

Missing Child

- Contact your captain and the Guest Services Director.
- Provide any important details (location, description of child, etc.).
- Your captain and Guest Services Director will provide instructions.

Fire

- Contact your captain and the Guest Services Director.
- Pull the nearest fire alarm and call 911. Use a cell phone or ask the Security Team Lead to dial 911. Note: Guest Services Information Center phone: Press "9", "911", "Dial"
- Report the location of the fire on the Host channel.
- Assist guests in leaving the building via the nearest exit.
- The pastoral team, assisted by the Security Team Lead, will be responsible to ensure that the building is clear and will meet the emergency personnel at the east entrance.
- The children and students will be taken care of by the staff and volunteers in those areas and escorted outdoors. Parents can meet their children at their designated emergency outdoor location.

Adapted from North Point Church Guest Services Handbook

*Tony Hsieh, Zappos, *Delivering Happiness*

FACILITY MAP

