



ARLINGTON

A S S E M B L Y

The Connect Center Training Manual

Thank you for volunteering to serve our church family at The Connect Center! Your smiling face and warm greeting will help make Arlington Assembly an even more friendly place for our guests. Your willingness to share information and help folks sign up for events will increase the level of participation at Arlington Assembly.

Serving at the Connect Center is important for two reasons. First time visitors will be coming to The Connect Center to pick up their free gift, and regular attenders will be coming by to learn about what's going on and to sign up for events. Serving our guests well is the essence of what we do! You'll be scheduled to serve at The Connect Center for the upcoming month on the last week of the previous month. If you're able to serve when scheduled, thank you! If for any reason you can't serve at your scheduled time, simply decline the invitation and we'll find a replacement for you. If you accept the invitation, Planning Center will send you a reminder text or e-mail a couple days before you serve. If you have dates you are unavailable to serve please make sure to block out those dates in advance.

Serving at The Connect Center starts with prayer and a little bit of homework before you arrive. Pray that you would shine God's light to those who come by The Connect Center and so you would be a blessing to those you meet. In addition, please review the events and sign-ups which are posted at arlingtonassembly.com or our app.

On your day to serve, please arrive here by 9:30 to attend the Team Huddle in the sanctuary. Make use of the hand sanitizer as you'll be shaking lots of hands. Put on a lanyard (found in the volunteer closet across from the cafe) and take a look around The Connect Center, making sure everything is tidy and picked up. Grab a mint to make your breath fresh. Ensure there's a stock of visitor gifts and Bibles, letting Tracy know if you're short on supplies.

Before the service starts, some first time guests may come by asking about things like children's check-in or youth meeting places. You can identify first-time guests as they typically come early and look like they aren't quite sure where to go. Feel free to approach them and ask if you can be of assistance.

When the service dismisses, there will be a rush of folks seeming to come by all at once. You'll be glad there's more than one of you serving! During the rush you'll be receiving first time guests, answering questions / helping with sign-ups, and saying hello to folks who congregate near The Connect Center.

For first time visitors, give a friendly greeting and take their visitor card. It's OK if the visitor isn't comfortable sharing all of the information. If they include their address, the church will send them a handwritten note and a small coffee card as our way of saying "thank you" for their visit. In exchange for their visitor card give them one of the gifts stored at The Connect Center. If it's a couple, you can offer them a second gift. **Note on their visitor card that gifts were given:** circle the "first time visitor" checkbox for one gift, writing "x2" if two gifts were given. Place their visitor card into the Lock Box or basket.

Ask if they have a Bible and provide one if they don't. Finally, let them know The Connect Center is their resource for information, event sign-ups, and getting resources. Feel free to introduce yourself, get to know them a bit, and see if they have any questions about Arlington Assembly. If the guest is a first-time visitor and didn't check the box, please mark it for them. Regular attenders may come by during the rush with questions or wanting to sign up for events. Answer their questions or take them to the app as necessary. If someone asks a question you don't have the answer to, write their question on a visitor card (along with their contact info) and place it in the Lock Box or basket.

Please note The Connect Center is not a storage or transfer station. Some folks may come by asking you to hold items to be picked up by someone else. Unfortunately, we cannot accept these items as we can't be responsible for them if they aren't picked up. The one exception to this is items being dropped off for a Staff member(s). Please mark the item with the staff member's name if it's not already done. It's also OK for Staff members to place items in The Connect Center to be picked up by others (for example, Worship packs for the potential team members).

We do accept lost and found items at the Connect Center. For items of ordinary value, place them into the marked bin. For important items like keys, cell phones, debit/credit cards and the like, place them in the volunteer closet.

Finally, whenever you are serving at the Connect Center during services please keep your safety in mind. If you are ever in the lobby by yourself and aren't feeling comfortable with a situation, feel free to step into the sanctuary until the service is over. If someone comes by the Connect Center who makes you uncomfortable, feel free to pull someone else (like a pastor or church staff member) into the conversation. Thank you so much for your service! Your warm and friendly greeting will really make a difference in people's church experience.