



Host Team Condensed Training Packet

Following is a collection of the initial communications and training materials new volunteers receive.

Thank you so much for your interest in serving here at Arlington Assembly. That's great! We're excited to help you discover your gifts and partner with you in ministry!

A little about us: History of the Church - Who we are

We started in the early 1920's making us nearly 100 years old. As we look back over our rich heritage, the people of Arlington Assembly have never wavered in their passion to engage the lost both locally and internationally.

Today, we stand on the shoulders of these courageous men and women who devoted their lives to “engaging, equipping, and empowering people to pursue God’s purpose for their lives.” But we aren’t done yet! It’s our turn now and with God’s help, we are ready to do whatever it takes to respond to that same invitation to step out of our comfort zone and make a difference in the lives of those around us.

Today, we have a weekly service with an average attendance estimated around 300-400 people. That’s an opportunity to serve love and grace to hundreds of people every week.

Why we serve

We can do more together and we are better together as it takes all of us participating. We all have different passions, talents and abilities AND, we need ALL of them to serve the church body well. If we’re missing even one piece that could be available to all of us, then we’re leaving a void that could be filled with someone’s incredible gifts that could be a blessing to the ones around us.

Serve & Sit. We have a culture and mentality here at Arlington Assembly where we are a church family. You'll often hear one of us say, "Welcome Home!" In a family, you take part and do your share to serve each other. When you first join the AA family, it's normal and expected to sit and enjoy worship, the Word and all we have to offer, but once you know in your heart this is your home church, there's an incredible next level feeling of belonging when you move from ONLY consuming to ALSO contributing with the "family."

*That being said, there is also a temptation for some, however, to ONLY serve and never sit, once they begin serving. We want to emphasize the importance of making it a priority to continue joining in a worship service. Please don't only show up when you have to serve, but serve AND also sit!

You may also be interested in taking [this Spiritual Gifts Test](#). Taking an assessment like this helps you find out your God given strengths and how they can help you to serve.

If you choose to take it, please email your results to info@arlingtonassembly.com.

Now for some encouragement for the great calling you're about to embark on:

"A life in Christ is a life under obligation. Paul said, "I am obligated both to Greeks and non-Greeks" (Rom. 1:14). He didn't see himself as a volunteer. He was under orders. In church, when we use the term volunteers, we imply that Christian service is a matter of choice. But if you understand the apostolic nature of the church, you understand members are not volunteering; they're sent out due to the moral imperative of God's providence. We are under obligation to provide obedient service, to live an evangelistic life. We owe people the gospel because we recognize the danger they're in, the love God has for them, and the provision God has made for them." - Claude Alexander

Below is a look at what it means to be on the Greeters/Host Team. If at any time you feel this area of ministry is not a good fit for you, that's okay! Just let us know you'd like to discover another team! :)

Understand Your Role

- Team Members ACCEPT or DECLINE schedule requests within 24-48 hours when received. This keeps us organized and adequately prepared for Sunday morning.
- Team Members will show up **30 minutes before** service on Sunday so they can drop off their belongings (coat/purse) to the Volunteer Closet (across the hall from the cafe), grab their badge, and a snack if needed. Then, be at their assigned door on time (20 - 25 minutes before the service).
- Team Members dress according to our Dress Code.
Team Members smile big (your face should hurt by the end of your shift! haha) and always say hello!
- Team Members hold doors open for people when applicable and answer questions or direct people to the Connect Center as needed. **Please always physically escort a person to the location they're seeking.*
- Team Members stay at their assigned doors until 10 minutes after the service starts. They can then join the service.

Now what?

- Now that you understand your role, please email the church office at info@arlingtonassembly.com or call (360) 435-8981. This training will take 20 minutes before service.
- Please include in the email how many times a month you'd like to serve and your mobile carrier (i.e.verizon, T-mobile etc) for scheduling.
- **If you have not yet filled out a background check, you will receive an email from** message@mobilizemyministry.com **shortly. Please respond to it promptly.**

See Greeting Team Directives - Next Page

Greeters Training - Host Team Directives

*“Therefore welcome one another as Christ has welcomed you,
for the glory of God.” ~ Romans 15:7*

Team Roles:

All Greeters:

- Make a fantastic first impression by greeting with a smile, a warm welcome and eye contact.
- When applicable, hand out needed materials such as communion, information flyers, special gifts, etc. both before and/or after the gathering/service.
- Be sure to stay on post until 15 minutes into the service for guests arriving late. Engage guests with the same love and care you do for everyone. It doesn't matter that they're late, it matters that they showed up. We love and honor all.
- If leaving your post is necessary, please let your team know.
- Resist the temptation to start personal conversations. Your focus should be the guests entering the building. However, you can invite those around you to meet guests with you.
- Always alert the lead usher (blue lanyard) if you witness something concerning or have a bad feeling about anybody. Trust your gut.

Door Greeter:

- Make opportunities to honor our guests by opening car doors, carrying baby carriers, holding umbrellas over guests, etc. There are many ways we can go above and beyond to make our guests feel honored and loved.
- Be on the lookout for first time guests. When appropriate if flow allows, engage guests and introduce yourself, “Have we met yet? My name is.....” If they identify themselves as first time guests, gently lead them to the connect center if they are comfortable with that and introduce them to our Connect Hosts. Know the Connect Hosts and guests' names!

Lobby Greeter:

- Be on the lookout for guests that seem lost or alone. Engage and assist as necessary.
- Be on the lookout for first time guests that pass through the first line of greeters, engage guests and introduce yourself. “Have we met yet? My name is.....” If they identify themselves as first time guests, gently lead them to the Connect Center if they are comfortable with that and introduce them to our Connect Hosts. Know the Connect Hosts and guests’ names!
- Engage guests with kids and escort them back to the Adventure Kid’s area acting as a tour guide as you point out different areas of the church (if it’s their first time).
- Be ready to lead guests to areas that they may be seeking like Restrooms, AK area, Classroom, Family Livestream Room, Nursing Mother’s room, etc.

Adventure Kids Greeter:

- Engage with the parents and children and they arrive at Adventure Kids. Direct new parents to a AK kiosk worker.
- After new parents check in their children, escort parents to the front foyer while giving them a guided tour pointing out areas of interest such as the connect room, restrooms, nursing moms room, Coffee shop etc. Take new parents to Connect Center and introduce them to the Connect Hosts.

It's official! You're now a greeter on the Host Team. YAY!

Reminders:

- ALWAYS respond to your schedule requests.
- If you are unable to make your assigned shift in the event of an emergency please let Eric/Tracy Peters know as soon as you know you might not make your assigned shift.
- The Volunteer Closet is across the hall from the cafe.
- If you ever don't show up to a service without notice, we will check in on you Monday
- If you haven't already, please include in the email how many times a month you'd like to serve and your mobile carrier (verizon, tmobile etc) for scheduling.

Last but certainly not least; do you feel fully prepared to start your first shift serving or do you have any lingering questions, thoughts or concerns? Please let us know by replying to this email. Once you **verify** that you feel ready, you'll receive a scheduling request when it's time to serve!

I would also like to mention if at any time you feel this team is not the right fit for you, or you'd like to try one of the other teams, that's fine! Just let me or your team lead know! You won't hurt our feelings! The important thing is you are serving where you feel your gifts are best being used.

Thanks for all you do to make Arlington Assembly great!

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