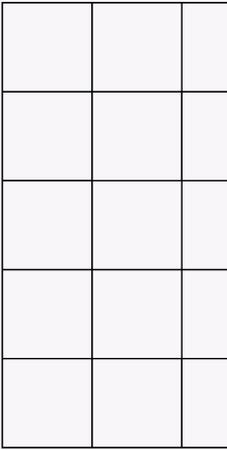


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Greeter/Host Handbook



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Greeter/Host Motto

"Whatsoever ye do, do it heartily, as unto the Lord, and not unto men; knowing that of the Lord ye shall receive the reward of the inheritance: for ye serve the Lord Christ." Col. 3: 23, 24.

The purpose of hosting is not merely to serve people, as in a theater or restaurant. Its purpose is to serve God. Hosts ensure an atmosphere of reverence and order is maintained before, during, and after the service. Hosting worshippers to seats, collecting offerings, and providing guidance to visitors is all done in service to God.

There is a correct mental attitude towards the work of hosting; otherwise, it loses its sacred character and will not accomplish its real purpose.

No one should be a host who is proud, overly self-conscious, desirous of making oneself known and prominent, wants to show authority, thinks he/she is doing others a favor or has the idea that it is a job someone has to do, and since no one else is willing to do it, and needs to carry it out.

All hosts must have the correct mental attitude. Their motto must be, "We serve the Lord Christ."

Some think that being part of the hosting team! increases the chance of getting married, and will work to SHOW rather than SOW.



Motto Continued...



Visitors receive their first impression of the church from the hosts. That impression may be the deciding factor in making a visitor a regular worshipper or causing one to go elsewhere. Therefore, emphasize that hosting is a great privilege and a sacred duty and recognize its importance.

If the host unit is well structured and trained, the church will not lack volunteers in this unit; therefore, WLC will have regular meetings and make time for appraisal and instructions. This meeting is opened with prayer, after which some phase of hosting is discussed, and a final check-up is made for the hosting in the coming service. Provisions will be made for the training of the hosts, as everyone must know what to do, how to do it, and when to do it.

Anyone who has not had training or at least been instructed will not host. Just like a praise team member will not sing with the team if not attended rehearsal, or a schoolteacher will not teach if not part of the preparatory class, hosts must understand that they can only do the critical work properly with preparation.

Remember, host/greeters are hosts for God. Let's be good hosts, and take care of everyone's needs.

Duties and Responsibilities of a Greeter & Host

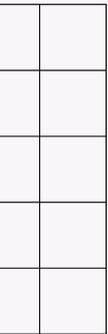
- A Greeter's /Host's objective is to make everyone feel at ease and welcomed. The Greeter's/Host's appearance, verbal greeting, and/or handshake should be considered an extension of Pastors Brandon and Kelly Roberson and the Worship Life Family. It is the greeter's/host's goal to prepare the atmosphere and set the tone in the sanctuary so that those attending the services receive God's Word and His supernatural signs, wonders, and miracles.
- The greeters/hosts must be spiritually prepared (60 minutes) before the service, bringing our ministry into unity. Therefore, we must pray together before the service and meditate on those prayers during the day. This corporate prayer allows the Holy Spirit to make known the needs of the people and assist those in need. The greeters/hosts should be sensitive to the Holy Spirit and be flexible during the service, using the gift of discernment to adapt to the changing situations during the service. God has extended grace to us, so let us do the same for our brothers and sisters in Christ, especially the non-believer.

Duties and Responsibilities of a Greeter & Host Continued...

Remember 1 Peter 3:15 – 18 (NIV)

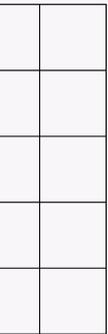
But in your heart, revere Christ as Lord. Always be prepared to answer everyone who asks you to provide the reason for the hope that you have. But do this with gentleness and respect, keeping a clear conscience, so that those who speak maliciously against your good behavior in Christ may be ashamed of their slander. For it is better to suffer for doing good than evil if it is God's will. Christ also suffered once for our sins, the righteous for the unrighteous to bring us to God.

- Greeters/Hosts' commitment is to serve God and no one else. We are charged with maintaining order while creating an inviting atmosphere that will become clear to you as you allow the Holy Spirit to direct you.
- WLC believes that because of our commitment, we will assist in bringing order into God's House. In the tabernacles of the Old Testament, God commanded order because He would not reside without it. We long to have God live here, not just visit.



Greeter's Service Responsibilities

- Acknowledge all guests as they enter and leave the building, welcoming everyone with a smile and creating a warm and friendly atmosphere.
- Make eye contact with the guests.
- Open the doors for all guests. Have positive body language. Ex: smile, good posture, arms unfolded, and attentive to guest approaching.
- Provide guests with information and guidance when asked. Always escort guests to those locations if you can leave your position/post.
- If those arriving look confused or hesitant, ask how you might be able to help or direct them.
- Communion Sunday - Fill communion trays with the pre-packed elements and ensure the Pastor/worship team has communion elements available on stage. Hand the communion elements out to each person as they enter the worship center.
- Wear your lanyard while serving.
- Greeters should maintain order and reverence in the foray, assuring everyone of God's presence in this house.



Greeter's Service Responsibilities Continued...

- Inform Leaders when you cannot serve and keep communication open with them.
- Attend training when sessions are scheduled, currently there are no training dates, however individual training is on going and tailored to each person.

Host's Service Responsibilities

- Hosts will ensure that the sanctuary is ready to receive members and guests before each service (Offering buckets in place, envelopes, Connect Cards, salvation cards are placed along the stage, and lap cloths are in designated spots) and that each section/post is covered (60 mins prior).
- Greet and seat each person with a welcoming smile, handshake, and/or an appropriate/proper hug (if necessary, use discretion).
- Locate sufficient space for the guest or the guest's party.
- Keep count of all available seats in your assigned sections.
- Provide information and guidance when necessary to locations within the Church. (When directing to restrooms etc.; show them rather than point in a direction.)
- **Maintain order during the services. Direct security to problems that escalate in any way.**
- Escort/direct people to the altar when they call for special prayer, rededication, and new members directed by the Pastor.

Host's Service Responsibilities Continued...

- Assist people during altar call when the Holy Spirit moves; always be prepared to assist.
- Notify the Host Team Leader of situations that can't be handled.
- Ensure the front and center sections are filled first.
- Know what sections are reserved for security, pastor's guests, staff, and ministers. The team leader will brief before service if there are any changes,
- Wear your lanyard while serving.
- Inform Host Leaders when you cannot serve and keep communication open with them.
- Attend training when sessions are scheduled.
Currently no training dates, however individual training is on going and tailored to each person.

Offerings



- During offerings, ensure the smooth passing of buckets and that no one stops passing the bucket.
- Pass the bucket through **each** row. It is essential that the offering bucket is passed through each row. It should pass through every person's hand. We want everybody to have the opportunity to give an offering unto the Lord.
- Do not hover the basket over somebody until they put something in.
- Sometimes, it may be necessary to speak up and ask somebody to pass the bucket, even if they have nothing to put inside of it.
- **NO ONE IS ALLOWED TO TAKE CHANGE FROM THE OFFERING**

Dress Code

Hosts/Greeters

Take seriously the role, representing the friendly and professional image of Worship Life Church, including how you conduct yourself. Dress appropriately for the activity and avoid immodest or attention-seeking styles, bearing in mind that you represent the church. No mini-skirts or low necklines.

1. Appropriate Casual (Minimum) With a Badge
2. Blouses/Shirts/ties
3. Dress in Pants/Slacks
4. Dresses/Skirts
5. Suits/Coats/Blazers
6. Preferably no flip-flops

***** NOTE *****

We want everyone to know that it is understood that these are volunteer positions, and we appreciate the efforts that everyone puts forth to serve.

Seating Standards

- Priority is to fill the seats near the front center section first, then toward the outer sections
- Reserve the back seats for early departures, latecomers, and special-needs individuals. Do not outrun the people you are seating; walk only a few steps ahead of them.
- Place your hand on the row in front of the one you've selected and face them. Then the guest knows which row to enter.
- Watch for vacant seats as you walk back the aisles. Know your area to avoid escorting people to seats already filled.
- Don't get so personally involved during the service that you are distracted from your responsibilities.
- **ALWAYS MAINTAIN EYE CONTACT WITH OTHER HOSTS IN YOUR SECTION AND AROUND THE SANCTUARY.**

Emergency Procedures

There may be a time when an emergency arises. Someone becomes ill, or something happens to cause an immediate reaction or excitement. Therefore, the host team should function as a team in cooperation with the security team and other leaders. Your first duty is to remain calm and summon aid quickly. That may mean a call to 911 or simply helping someone leave the service to find a restroom. A first aid kit is located on the shelf near the host station.

- **Medical Emergency**

Assess if the situation needs emergency treatment. If the issue is outside of minor injuries, call 911. In the event of this happening, quickly contact the security team to clear a path for emergency vehicles. Assist with securing the area from bystanders to assist with privacy.

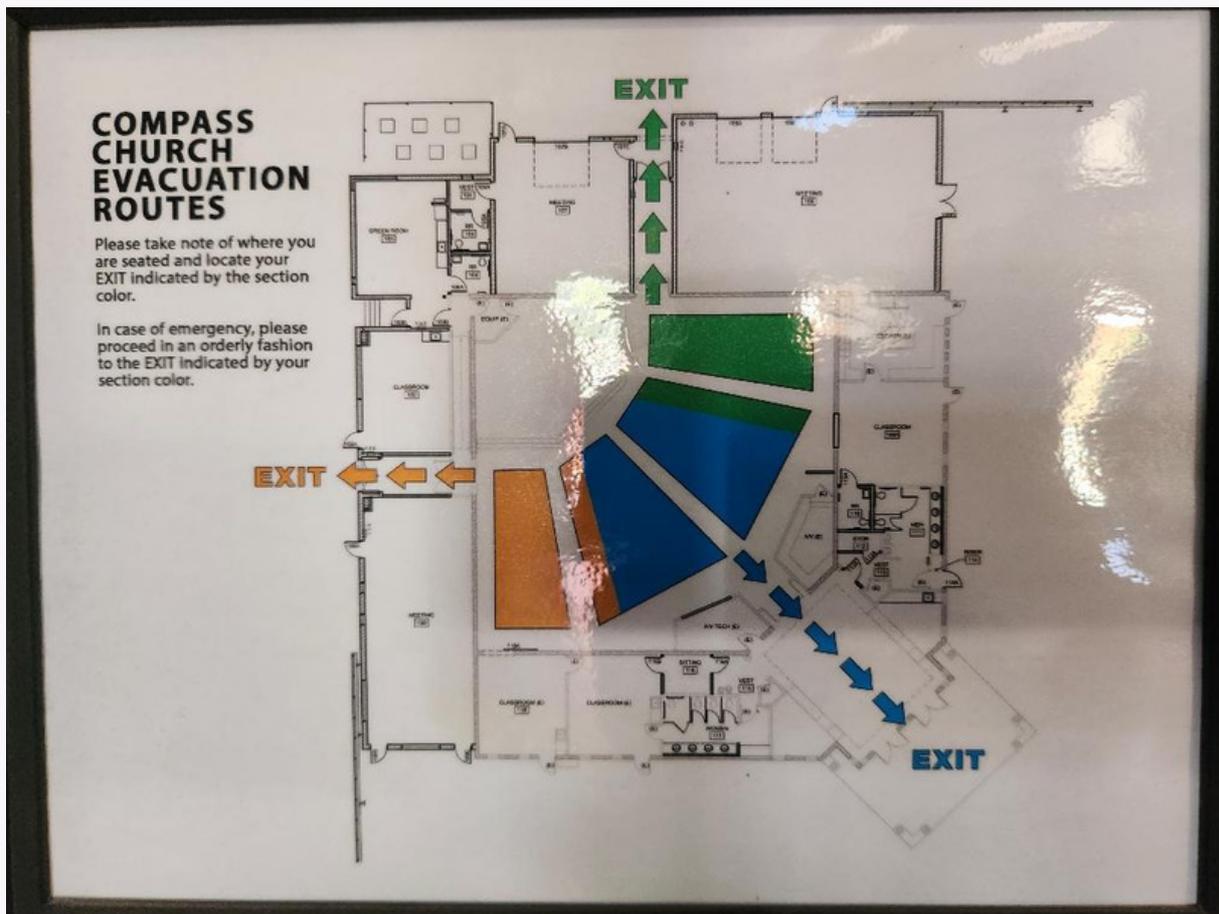
- **Security Situations**

If someone begins to behave aggressively or inappropriately and it is beyond your control, remain calm and quickly contact the security team leader and/or one of the security staff members to assist with de-escalating the situation.

- **Fire Evacuation**

The hosts are to guide everyone out of the building and prevent parents from running to the children's ministry areas, with a plan to reunite the families and reassure the parents that the children's ministry leader and team are helping the kids exit.

Emergency Evacuation Layout



Additional Requirements

- Be prepared for first-time visitors so you can offer them a Connect Card when they raise their hands.
- Report first-time visitor count to TEAM LEADERS immediately after completing the offering.
- Ideally, we would like everyone to serve at least two services per month, but always ensure you check in and out with the Leaders before each service.
- **COMMUNICATION IS KEY**, and we, as **LEADERS**, will ensure that we communicate with each **HOST/GREETER** via email and verbally during the year. In return, please help us by informing us of any changes you have and by promptly responding when correspondence is sent.

GOD Bless and thank each and every one for your dedication and continued service.

Fellowships/Meetings

With all humility and gentleness, with patience, showing tolerance for one another in love, being diligent to preserve the unity of the Spirit in the bond of peace.

(Ephesians 4:2-3)

Fellowship is important for us to get to know each other. The Greeter/Host Team will have quarterly fellowships/meetings. Due to team members living throughout the Valley, some meetings may be via Zoom.

*****Please note*****

There may be times when we may need to have a short meeting to pass on important information.

Additionally, new Greeter/Host Team members will participate in training and shadow Head Host as part of the onboarding process.

Once again, we look forward to serving with you! Let's help to bring the vision of WLC into manifestation. Remember, "We exist to encounter God's presence, equip believers and build community!"



Our Team

Andrew & Jenine
Long

*Hospitality Team
Leaders*

Shauna Ash
Felecia Kai
Virgie Thomas
Tranessa Smith

Team Greeters

Jaden Kelly
Caleb Kelly
Kasarah Abdella

Back-Up Team

Kristal Rutley
Sabrinna DeSanchez
Daniel Ash

Team Hosts

Leader Contact Info



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