



## WELCOME TEAM

### WHY

Veneration Church exists to see all people dwell in the fullness of God through salvation in Jesus Christ and ascribe to Him the glory due His name.

### HOW

We serve God, Guests, and Team Members by anticipating and fulfilling people's needs from before they arrive at the front door to when they leave. We want to provide an environment that is friendly, welcoming, and easy to navigate, removing any barriers to meeting with God during people's time with us.

### WHAT

#### Pre-Weekend

-Pray for attendees, teammates, and the weekend service

#### Pre-Service

- Pick up a Welcome Team name badge from the tote at the Info Table & meet & pray with your team
- Smile and let people know they are loved, but don't smother the introverts ☺
- Hosts: Watch for new guests and escort families to the kids check-in area, their classrooms, and to their seats while getting to know them and making them feel welcome & comfortable
- Hosts & Greeters: Recognize and greet new guests and answer questions as you are able
- Hosts & Greeters: Introduce new people to regulars and help make connections
- Greeters: Greet incoming guests outside, at both sets of doors, in lobby, and in sanctuary
- Greeters: Determine any special needs (wheelchair, elderly assistance, kids, etc)
- Ushers: Locate correct amount of seating for guests & usher them to seats (start at front & work back)
- Ushers: Assist in handing out and collecting materials and communion elements (as needed)
- Info Table: Be available to answer Q's, show people D-Groups (iPad), handout Bibles, Ministry Apps, etc.

#### During Service

- Ushers: Sit inside front (south) sanctuary door during service to let people in and out of sanctuary
- Ushers: Sit by back (north) door as needed to prevent people from exiting & wandering thru kids ministry area

#### Post-Service

- Follow up with new guests if you see them and ask about their experience (don't smother introverts ☺)
- Be available to pray with people if they desire
- Info Table: Be available to answer Q's, show people D-Groups (iPad), handout Bibles, Ministry Apps, etc.
- If you don't know A's to Q's, let people know you'll find out for them or walk them to a staff member to assist

### COMMUNICATION

- Please accept your quarterly scheduled serving requests in Planning Center
- Please let your Team Leader know when you're unable to serve on a requested date
- Please let your Team Leader know if you need any supplies, tools, or training
- Please let your Team Leader know if you have any questions about your role

Thank you for serving! **#WeAreVeneration**