

New Guest (Volunteer) Thursday/Sunday Services

Role

A New Guest volunteer reaches out and provides a friendly welcome to the new guest attending our church for the first time. This volunteer is personable and knowledgeable about next steps for the guest seeking information.

Expectation

New Guest volunteers are important pieces in the new guest's impression of the church. They are available to welcome and converse easily with new guests, with the ability to open up the guest to longer conversations/interactions than those they receive from the Greeters. They provide the new guest with helpful information and the new guest gift, as well as walk with the new guest to the auditorium, or, for families, the new kid registration area.

Each New Guest volunteer is responsible for welcoming church guests during their scheduled service. During their service time, a New Guest volunteer:

- Identifies new guests to the church.
- Engages the new guest in friendly conversation by:
 - Asking them what brought them to the church and casually getting to know them
 - Tip: try and remember their names
- Has the new guest complete the new guest connection card at their convenience.
 - They may return cards to the information or new guest kiosks, or place in the tithing boxes
- Offers the new guest with the first-time comers gift and information packet
- Walks with the new guest to their next step: new kid registration, auditorium, information area, or meeting a pastor.
- Is able to connect the new guest with the proper ministry lead if they ask for more information.
- Is glad and excited that the new guest is here and invites them back for another week.
- Is not on cellular or other devices while serving.

In addition to the service expectations, volunteers are expected to participate in regular training, celebrations, and other ministry events. Volunteers are encouraged to invite new volunteers to join the team by inviting friends, family, Life Group members, etc. to serve with them. If you have a new volunteer for the team, please have them connect with the Hospitality Ministry Lead.

Personal Expectations:

- Membership
- Attend weekly worship service
- Participate weekly in a Life Group
- Maintain a consistent devotional time with God
- Live obediently to God's Word with your time, talents, and resources

Goal

Every new guest is welcomed with an excited and friendly volunteer in order to make them feel at ease (also-wanted and loved here) in our church environment. We want guests to make this their church home, and how they are greeted upon their arrival can have a large impact on their decision to return.