



GUEST SERVICES TEAM

2 CORINTHIANS 9: 12-13

This service that you perform is not only supplying the needs of the Lord's people but is also overflowing in many expressions of thanks to God. Because of the service by which you have proved yourselves, others will praise God for the obedience that accompanies your confession of the gospel of Christ, and for your generosity in sharing with them and with everyone else.

TEAM VISION

Create and sustain a warm and welcoming family atmosphere so that every guest knows they are loved.

SOJOURN CITY CHURCH CORE VALUES

- Love God: Be passionate about the presence of God and live a life that reflects the love of Christ (Psalm 24:4).
- Love People: Grow relationally with the team and have a genuine love for people (Philippians 2:1-4).
- Pursue Excellence: Excel in musicianship and continually develop the talents that God has given you (Psalm 33:3).
- Choose Joy: Find your fulfillment through meaningful ministry opportunities that impact the spiritual growth of those around you (Philippians 2:5-7).

TEAM ROLE

When you invite guests to your home for dinner, you truly take care of them—opening the door with excitement, serving a delicious meal, making them feel comfortable, laughing and engaging in conversation. While serving with the Guest Services Team, the building becomes a dwelling place, of sorts, similar to your own home. It becomes a meeting place for you and the guests, who may be hurting or in need. You have the same opportunity in serving here to love on, speak life into, and bless other people in the Name of Jesus.

- Actively and cheerfully engage people as they come in. Sincerely smile, speak words of encouragement, and assist with anything they need—all in order to authentically love each individual.
- Partner with the Body of Christ by inviting and serving guests while authentically representing Jesus. You have been entrusted by our Church to serve their family members, friends, and co-workers who may not yet know Jesus. Your role in the Kingdom is essential!

- ✦ The Hospitality Team makes sure coffee and donuts have been prepared and bathrooms are stocked and constantly ready for guest use.

TEAM RESPONSIBILITIES

- ✦ **Prepare in prayer.** Pray for God's heart for people, each and every time you serve. Ask God how you can put someone else at ease, for the Lord to use you today, and how you can most authentically demonstrate His love.
- ✦ **Huddle.** Pre-service Team Huddle is held at 9:40 a.m. in Pastor Tyler's office. You will receive position assignments, prayer, and other specific service updates at that time.
- ✦ **Dream Team Central** has snacks, water, a place to leave your belongings, and Check-In opportunities for you. It is also a great way to connect with other Dream Team members!
- ✦ **"Worship One, Serve One"** is our motto, so you may attend (worship) one service and serve the next. We encourage everyone to offer worship to God, with song and service; in hearing the Word and demonstrating it.
- ✦ **Serve when scheduled.** You will be scheduled to serve twice a month based on the service time and rotation schedule you select at Step 4 of the Growth Track (either 1st & 3rd Sunday or 2nd & 4th Sunday rotation options). If you have a conflict with your regularly-scheduled service time, notify your Team Leader. Communication is crucial for effectively serving our guests with excellence and building team community. Scheduling will occur through a computerized program called Planning Center. You will receive a text and email to schedule and remind you of the services that you are scheduled. You must respond to the scheduling requests. This process will be explained during Team Huddles.
- ✦ **Select your personal seat at the end of an aisle.** When you serve, place your personal belongings at the end of an aisle, near an exit door so that you can make one more point of contact with those you greeted earlier.
- ✦ **Remain positioned.** Continue to make sure that the coffee area and bathrooms are stocked and clean until about 15 minutes after the service begins, being especially mindful of those arriving late, making every effort to reassure them and offer assistance. Be sure not to carry on extensive conversations with regular attenders who should be in service.
- ✦ **Keep your HANDS FREE** to serve. Please do not have food or drinks in your hand. This can prevent your ability to personally touch guests. Personal touch is essential in communicating and confirming love. (Did you know that people actually need 8 meaningful physical touches a day to register that they are loved? You can be one of those life-giving touches!) A handshake, high five, fist bump, pat on the shoulder, etc. are some safe ways to touch someone that you are just meeting.
- ✦ **Focus on others instead of self.** It is of utmost importance that you ENGAGE guests in conversation, no matter how brief it may be. Part of your serve is asking questions. Greeting a guest might look like this:
 - "Hi, my name is _____, what is your name?"
 - "Is there anything that I can get you?"
 - "Do you have any questions?"

*****AVOID ASKING SOMEONE IF THIS IS THEIR FIRST VISIT.*****

- 🌟 **Handle distractions and disturbances** by being alert to any unusual behavior or activity. If there is a medical emergency, send a team member to notify a Team Leader. If there is a general disturbance, try to assist the guest in the lobby or send a team member to notify your Team Leader.
- 🌟 **Serve with heart, commitment, and excellence.** We want you serving in your gifts and passions; in ministry that is an overflow of love and enjoyable to you. If this ministry is not a fit, if you would like to investigate a new ministry team, or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here—to walk through life with you, to help you discover your God-given purpose, and to empower you to serve in the area in which you are a “10-out-of10!”

TEAM RESULTS

Guests are loved, their hearts open to receive the Word, as they enter the worship experience and the presence of God.

How to Join the Team

- 🌟 Complete Steps 1-4 of the Growth Track and meet one-on-one with ministry leader.
- 🌟 Complete the Leadership Application and Honor Code.

follow a leader who models servanthood.” Bill Hybels