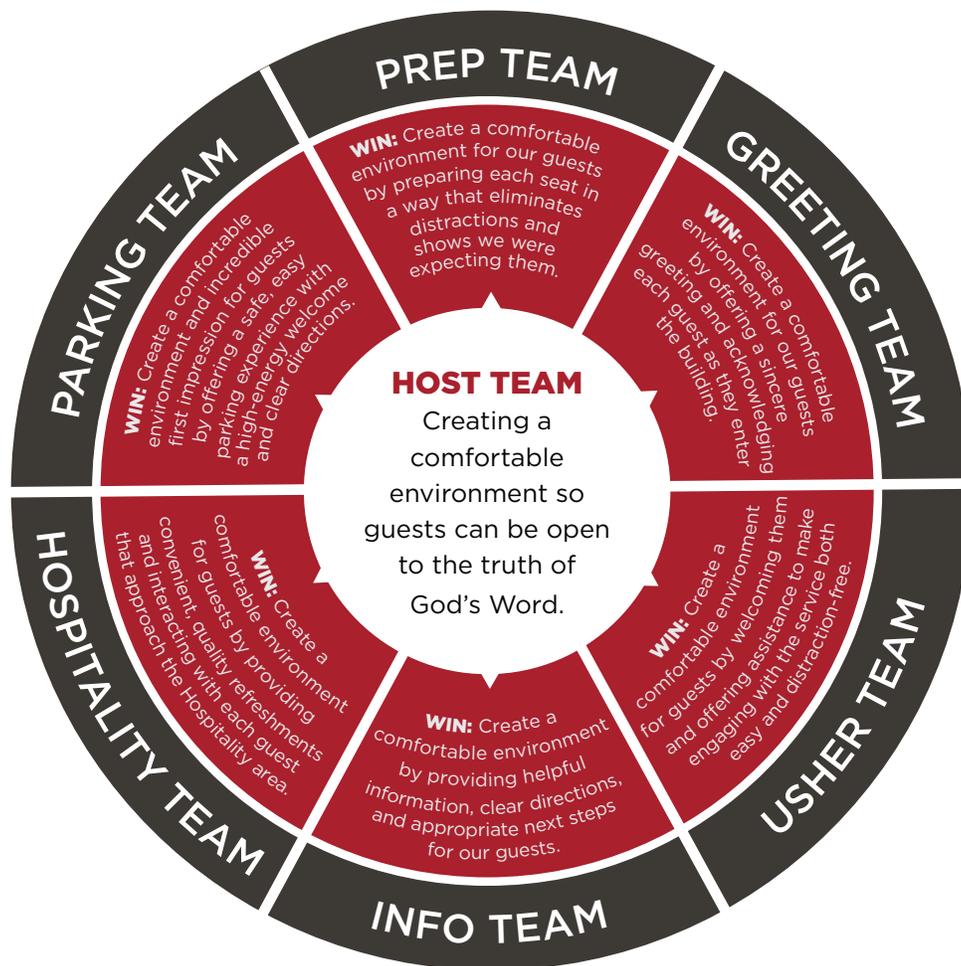


# Welcome to Host Team

You make the difference. None of this is possible without the body of Christ working together. We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. On the Host Team, you'll be a part of creating a comfortable environment for our guests so they can be open to hear the truth of God's Word. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

## Our Mission is Simple

To lead people to become fully devoted followers of Christ.



Host Team

Host Team volunteers understand that new visitors form an opinion about Life.Church within the first minutes of their experience. From the second a guest pulls into the parking lot, the Host Team creates a comfortable environment so people can be open to hearing the truth of God's Word.

## **All Teams**

All Host Team members should wear the provided ministry t-shirt at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Be friendly and smile! [PCO reply](#)

## **Parking Team**

Greet guests by smiling and attempting to genuinely connect with them through their windshield.

Clearly direct guests to available parking spots and into the building.

If driving a golf cart, actively move throughout your lot and constantly look for guests who you can give a ride to.

Parking Team members should use light wands when it is dark.

## **Greeting Team**

Greet each guest enthusiastically. Show them that you are glad they are here.

Maintain positive body language (smile, make eye contact, stand with good posture).

## **Hospitality Team**

Welcome every guest who approaches the hospitality area and assist them as needed.

Consistently provide the drinks and snacks in a neat, well-presented area.

Maintain the cleanliness and presentation of the hospitality area as well as seating areas throughout the lobby.

## **Usher Team**

Be proactive! Actively look for guests to assist and politely inform them that you have seats for them.

Maintain positive body language (keep your back to the stage, smile, make eye contact, and stand with good posture).

Quietly move to the back of the auditorium at the end of the service to participate in identifying and celebrating salvations. Then, prepare to facilitate passing buckets to receive an offering.

Usher Team members should use flashlights in the auditorium.

## **Prep Team**

Prepare each seat in the auditorium for our guests, making sure all supplies are in place, and the area is free of debris.

Pray over the seats in the auditorium. You've set the stage for God to do what only He can do.

## **Info Team**

Welcome guests who approach the info area.

Assist new guests by answering questions or walking with them to tour different areas of the church.

Have knowledge of each ministry area including ages and locations for NextGen ministries.

# Host Team Pastor

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When you ask us what we do at Life.Church, you won't just get a job description; you'll hear a story. We are passionate about using our talents for God's purposes and that's why we've dedicated our careers to a ministry, not just a job title. We have the privilege of leading people to become fully devoted followers of Christ. As we do, we strive to be risk-taking, irrationally generous, spiritual contributors who laugh hard and honor God with integrity. Do you want to join us?

Life.Church is a place where everyone is welcome and the Host Team has a lot to do with that. At each campus, the Host Team creates a comfortable environment so people are open to receiving God's truth. From the parking lot to the auditorium, hundreds of volunteers make Life.Church feel like home to every person who walks through the doors.

Show us that smile and let your energy shine. We're looking for Host Team Pastors to grow with us at Life.Church. Keep reading if you're the host with the most.

## The basics:

- Have an ability to inspire people and keep a group motivated
- A naturally charismatic leader who gets giddy when it's time to organize
- Enthusiastic about teaching others how to serve and enjoy leading and working with a team
- Love to schedule, plot, and plan and known as a master time manager

## The works:

- Schedule volunteers to serve and train leaders for the Host Team
- Develop and maintain relationships with volunteers
- Work with volunteers to create a welcoming environment at each campus experience
- Create and use systems to help volunteers find the right role, serve regularly, and make sure they feel valued on a consistent basis

## The cherry on top:

- Able to distinguish ALF from Fozzie Bear
- Fluent in the language of movie and SNL quotes
- Your organization and planning skills can be exhibited in a well-choreographed karaoke performance

# Coach

## The Win

Create a comfortable environment for those serving on the Host Team by building and maintaining relationships and by providing leadership and regular communication regarding volunteer roles.

## Guidelines

**Arrive on time** and attend the Host Team **huddle**.

Host Team Coaches should wear the **provided ministry t-shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **team** after they have **checked in**. Assign each person to a particular area and communicate any details specific to the weekend.

**Be familiar** with the **building** and **special events** at church. Check out the **Weekly Guide** before the service for any information you may need.

**Maintain contact** with your team via email, phone call, texts, handwritten notes, etc. Building relationships helps each Role Leader or volunteer feel **needed and known**.

**Identify** volunteers who could be **future Role Leaders** or Coaches and work with your Host Team Pastor to begin training them. This helps us be ready as **God** continues to grow our church and our team.

Follow up with volunteers who have **missed an opportunity** to serve.

**Provide feedback** on opportunities where we can strive to **provide better service** to our team or our guests.

## Host Team

# Greeting Team

## The Win

Create a comfortable environment for guests by offering a sincere greeting and acknowledging each guest as they enter the building.

## Guidelines

**Arrive on time** and attend the Host Team **huddle**.

Greeting Team members should wear the **provided ministry t-shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **Greeter Leader** after **checking in**. They will assign you to a particular area and communicate any details specific to the weekend.

**Greet each guest enthusiastically** as though you were expecting them. Show them you are glad they are here.

- **Door Locations**

Stand outside the door and welcome guests by opening the door for them and verbally greeting them.

Please do not keep the door propped open.

- **Lobby Locations**

Move around the lobby and be willing to engage with and serve every guest. Retrieve coffee refills, clean up, and help guests to a particular location if they ask.

Maintain **positive body language** (smile, make eye contact, and stand with good posture).

**Be familiar** with the **building** and **special events** at church. Check out the **Weekly Guide** before the service for any information you may need.

**Personally escort** any guest who asks where something is located. This helps them feel valued. Avoid pointing or giving directions.

**Stay in your assigned area** until the message begins. Our team can't be successful without every member!

Refrain from **eating, drinking, or using your phone while serving**.

If you will **miss** your opportunity to serve, please **inform your team leader**.

## Host Team

# Hospitality Team

## The Win

Create a comfortable environment for guests by providing quality refreshments while interacting with each guest that approaches the Hospitality area.

## Guidelines

**Arrive on time** and attend the Host Team **huddle**.

Hospitality Team members should wear the **provided ministry t-shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **Hospitality Leader** after **checking in**. They will assign you to a particular area and communicate any details specific to the weekend.

**Welcome every guest** who approaches the hospitality area and assist them as needed.

Consistently provide **drinks and snacks** in a **neat, well-presented** area.

- **Hospitality Drinks**

Coffee, tea, and water should be full when you arrive. Communicate with the brewing team when refills are needed.

Make sure ice bins are full. Begin filling tea/water cups with ice.

Ensure each station is fully stocked with appropriate lids, coffee sleeves, and condiments.

- **Hospitality Snacks**

Make snacks available **15 minutes** prior to the service.

Maintain a full supply of snacks by refilling as necessary.

Maintain positive **body language** (smile, make eye contact, and stand with good posture).

Maintain the **cleanliness** and **presentation** of the hospitality area as well as seating areas through the lobby.

**Stay in your assigned area** until the message begins and refilling and/or clean-up is complete. Our team can't be successful without every member!

Refrain from **eating, drinking, or using your phone** while serving.

If you will miss your opportunity to serve, please **inform your team leader**.

## Host Team

# Role Leader

## The Win

Create a comfortable environment for Host Team volunteers by building relationships, providing leadership, and communicating clearly and regularly about volunteer roles.

## Guidelines

**Arrive on time** and attend the Host Team **huddle**.

Role Leaders should wear the **provided ministry t-shirt** at all times. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **team** after they have **checked in**. Assign each person to a particular area and communicate any details specific to the weekend.

**Be familiar** with the **building** and **special events** at church. Check out the **Weekly Guide** before the service for any information you may need.

**Train new volunteers** in your area. Clearly communicate expectations and specifics of the role. Follow these steps when you're training a new volunteer:

- I do it. You watch.
- You do it. I watch.
- We do it together.
- You do it.

**Maintain contact** with your team via email, phone call, texts, handwritten notes, etc. Building relationships helps each volunteer feel **needed and known**.

**Identify** volunteers who could be **future role leaders or coaches** and work with your Host Team Pastor to begin training them. This helps us be ready as God continues to grow our church and our team.

Follow up with volunteers who have **missed an opportunity** to serve.

**Provide feedback** on opportunities where we can strive to **provide better service** to our team or our guests.

## Host Team

# Usher Team

## The Win

Create a comfortable environment for guests by welcoming them and offering assistance to make engaging with the service both easy and distraction-free.

## Guidelines

**Arrive on time** and attend the Host Team **huddle**.

Usher Team members should wear the **provided ministry t-shirt** at all times and utilize **flashlights** prior to the message. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **Head Usher** after **checking in**. They will assign you to a particular area and communicate any details specific to the weekend.

**Be proactive!** Actively look for guests to assist and politely inform them that you have seats for them.

Maintain positive **body language (keep your back to the stage to welcome guests entering the rear or side doors)**, smile, make eye contact, and stand with good posture).

Utilize the time between worship and the message to **count the number of attenders** in your assigned section and report that number to your Head Usher.

At the **end of the service**, move quietly to **the back of the auditorium** to participate in identifying and celebrating salvations.

Facilitate receiving an offering by passing and picking up buckets. Pass the buckets from front to back and left to right.

**Set the stage for the next service** by assisting the Prep Team clean and reset the auditorium.

Refrain from **eating, drinking, or using your phone** while serving.

If you will **miss** your opportunity to serve, please **inform your team leader**.

## Host Team