



## Hospitality Fundamentals

We want to create welcoming environments where people want to come back to church so that they can know God, find family, live in freedom and discover their purpose!

1. We're always on time

👍 Be in position before guests arrive

2. We focus on our guests by minimizing distractions

Avoid distractions such as

- ✗ Looking at your phone
- ✗ Having food or drink in your hand
- ✗ Lengthy conversations that can wait

3. We NEVER point

👍 Instead, we personally escort guests

4. We always look for ways to go above and beyond so that guests, and our church family, want to come back

## Volunteer Central

This is a space just for you!

- Check-in
- Connect
- Grab a cup of coffee or snack

## Team Leader

Your Team Leader \_\_\_\_\_

Contact information \_\_\_\_\_

## Stay Connected

 [mybayside.church](https://mybayside.church)

 [Facebook/mybayside.church](https://Facebook/mybayside.church)

 [Instagram/mybayside.church](https://Instagram/mybayside.church)

 [YouTube/BaysideCommunityChurch](https://YouTube/BaysideCommunityChurch)

 [ChurchCenterApp/BaysideCommunityChurch](https://ChurchCenterApp/BaysideCommunityChurch)

## Dress Code

- 👍 Blue SERVE t-shirt
- 👍 Name tag on left side of t-shirt
- 👍 Modest, comfortable and clean
- 👍 Comfortable shoes

Please do not wear clothing or accessories that include

- ✗ Questionable content, images or text
- ✗ Political or controversial images or text
- ✗ Drugs or alcohol
- ✗ Profanity

Keeping our attire simple and distraction free helps us to draw attention to Jesus and away from our clothing.

## Connect Center

Our Connect Center is a great go-to. Anytime a guest asks a question that you're not sure how to answer, walk them to our Connect Center and introduce them to a Connect volunteer.

## Team Huddle

Our Team Huddles give us the opportunity to stay connected in community with our team.

Team Huddles include:

- Prayer
- Encouragement
- Communication
- Teamwork

Our Huddles are one of the most important things that we do as a team. Please make it a priority to attend.

Your Team Huddle begins promptly at \_\_\_\_\_

Please arrive to your Huddle

- On Time
- Checked-In
- Name Tag Printed
- Ready to Serve

## Serve 1, Attend 1

As part of the Hospitality Team it is our heart and desire that you are able to be fully present when you serve as well as have the opportunity to attend a worship service.

You will be placed on a rotation schedule that allows you to do so!

You are a part of the \_\_\_\_\_ Team!

You will be scheduled to serve during the \_\_\_\_\_ service.

Please plan to attend the \_\_\_\_\_ service.

## Notes

---

---

On your scheduled weekends to serve, you will receive an email Schedule Request. Please  or

If you decline, we ask that you provide a brief reason. You also have the option to use the Block Out Dates feature.

## Usher Best Practices

- Always face guests. Let them see your smile not your backside
- Actively engage each and every guest as they walk through our auditorium. Offer to help them find seats "Welcome! May we help you find a seat?"
- Look for ways to be of assistance
  - Mother's Room Cards
  - Walkers & Wheelchairs
  - Strollers
- Help maintain a distraction free environment

## Offering Process Notes

---

---

---

If a guest approaches with an offering after we have already received it, escort them to one of our offering boxes where they may place the offering themselves.

## Usher Schedule

Ushers are scheduled to serve before, during and after service.

It is important to be in position at all scheduled times.

### Before

Please be in your assigned position at \_\_\_\_\_

Auditorium doors open \_\_\_\_\_

Remember to confirm with Baypro before opening

### During

Seating guests

Auditorium doors close \_\_\_\_\_

Offering

Attendance count \_\_\_\_\_

Salvation count \_\_\_\_\_

### After

Auditorium reset

Team Leader or Hospitality Staff will dismiss

## Greeter Positions

### EXTERIOR

Greeters who are positioned at exterior doors or entryways

### AUDITORIUM

Greeters who are positioned at the auditorium doors and distribute weekend handouts

## Usher Positions

### WELCOME

Ushers who are positioned inside the auditorium doors

### SEATING

Ushers who are positioned in sections for the purpose of greeting and assisting guests

## Greeter & Usher

### TEAM EFFORT

Greeters and Ushers working together as one team, both serving in a greeting and ushering role.

## Notes

## Greeter Schedule

Greeters are scheduled to serve at various times before, during and after service.

It is important to stay in position at all scheduled times.

### Before

Please be in your assigned position at \_\_\_\_\_

### During

Please stay in your assigned position until a Team Leader or Hospitality Staff dismisses you

### After

Please return to your assigned position at \_\_\_\_\_

As guests depart say goodbye and thank them

You may leave once a Team Leader or Hospitality Staff dismisses you or when your replacement for the next service arrives

## Notes

---

---

## Greeter Best Practices

- Smile!
- Make eye contact
- Acknowledge every person, every time
- Use verbal greetings as much as possible
  - “Welcome to Bayside!”
  - “It’s good to see you today!”
- Use mints for your breath, if needed
- Keep personal belongings stored away

### Exterior Doors

- Use the 10-4 rule
- Stand on the outside of doors and open as guests arrive
- During slow traffic, keep doors closed, and open for each individual as they arrive

### Auditorium Doors

- Cover auditorium doors prior to opening for Service
- Handouts should be handed in a way that words are upright and facing guests
- Hold guests from entering auditorium during Prayer
  - “Welcome! We’re so glad that you’re here. They’re praying in the auditorium and will be done soon. Do you mind waiting here a moment while they finish?”