

GUEST MINISTRY

OF FIRST BAPTIST CHURCH



FIRST LAVACA

KNOW JESUS & MAKE HIM KNOWN

GUEST MINISTRY: Vision and Mission

Our mission is to KNOW JESUS and MAKE HIM KNOWN. We want to accomplish this by **welcoming, informing** and **servicing** our guests.

We are so grateful you are interested in serving those who visit our church. As a Guest Ministry Volunteer, you will have the incredible opportunity to make people feel welcome each and every week. Think of your role as being the “host” in your home, and their role as being the “guest.”

This information is designed to be a resource to help you in this important volunteer role. We already have people who have been serving in this capacity, and we hope this will provide leadership, structure and establish expectations for those who are currently serving, and those who will join the team.

There will be additions made to this team later down the road, so we will focus on the three teams that will be forming initially.

WELCOME TEAM: Greet guests, hand out bulletins, provide connect cards/directions/information as needed.

COFFEE TEAM: Brew coffee, hot-chocolate, tea and light snacks in the Atrium each Sunday.

PARKING-LOT TEAM: Assist anyone that needs help in the parking lot, provide directions, and welcome guests as they arrive.

We realize that this handbook may create additional questions and we will be more than happy to answer those as needed. We will also be forming team captains for each area who will provide information specific to that Sunday as needed.

While our desire is to provide you with an understanding of the mechanics of our GUEST MINISTRY, please keep in mind the way in which you welcome, inform, & serve our guests, will stay with them much longer than any “functional” assistance you provide. The guests of 1L are more important than the systems.

ATTRIBUTES

Member of the Guest Ministry:

- A regular attender & member of First Baptist Lavaca.
- Must possess a warm, pleasant & friendly personality.
- Must possess a servant's heart & enjoys helping others.
- Is a team player
- Understands that being a volunteer requires a commitment of time.
- Tells others about their volunteer experiences and invites others to join the team.
- Is sensitive to how others experience our church and tries to "see through their eyes."
- Is willing to adjust their schedule to make sure they are available on the days needed.
- Is willing to spend time with others on the Guest Ministry team, getting to know them through prayer and friendship.

WELCOME TEAM EXPECTATIONS

Welcome Team members welcome all guests that enter the church. In addition to greeting people, Welcome Team members answer questions and help guests find their way around 1L. Friendliness and an attitude of service are key attributes of someone in this position. A kind Host helps create a welcoming environment.

When asked for directions, take the time to take the person where he or she wants to go. This extra effort is a great way to show hospitality. Please make sure someone is covering your area before you leave.

If someone comes to you with a problem, question, or concern, either help them or find someone who can help them.

DRESS CODE

Semi-casual pants or jeans are appropriate. For ladies, please be aware that short skirts, tight or sheer clothing can be a distraction and should not be worn.

PRE-SERVICE

Arrive in the Atrium @ 9:50AM. Pick up your name tag and check-in with the Team Captain to ensure you have been assigned one pre/post service position. The Host Team should be stationed 30 minutes before the worship service begins, ready and excited to welcome our guests! You never know what burdens the people you greet are carrying, and God could use you to make an eternal difference in their lives. Smile and look people in the eye as you greet them!

Please refrain from eating, drinking or chewing gum while at your post. Because we want to focus on others instead of ourselves, try to limit personal conversations with friends and team members until after the service.

DURING THE SERVICE

A couple Welcome Team members should remain outside the worship center, walking around the church building to assist guests. Examples would be someone with wheelchair assistance or someone looking for the restroom or hospitality room.

POST-SERVICE

At the close of the invitation, just before the service ends, return to your post/position. After the service is over, open the doors and "greet" guests as they leave.... "Thanks for coming", "Have a great week"...etc. Please remain at your post until approximately 80% of the guests have exited the auditorium. If you need to leave early, please contact your team Captain.

COFFEE TEAM EXPECTATIONS

Coffee Team members are responsible to brew coffee, hot chocolate, tea and light snacks for not only our guests but for anyone searching for a drink/snack.

DRESS CODE

Semi-casual pants or jeans are appropriate. For ladies, please be aware that short skirts, tight or sheer clothing can be a distraction and should not be worn.

PRE-SERVICE

Arrive by 9:30AM in the Hospitality Room. Check the coffee levels of the air pots in the atrium that have already been brewed for the Pastor's class and consolidate.

- Initially brew and provide two air pots of coffee to each location. Think ahead and use discretion when more is needed. Only special roasted coffee will be used.
- Prepare and provide one air pot of hot water for hot chocolate at each location.
- Maintain adequate hot-water level for teas and hot chocolate.
- Ensure that cups, creamers, stir-sticks, napkins, tea, lids, are well stocked in two locations in the atrium.
- Keep serving areas clean, and provide service for any spills.
- Instructions will be provided by team Captain.
- Smile and SERVE!

POST-SERVICE:

- At close of service, clean areas, air pots and coffee machine.
- Throw away any light snacks that may be left over.
- Notify Welcome Team Captain when supply inventory is low.
- Double check and wipe up any spills.

PARKING TEAM EXPECTATIONS

Parking Team members are literally the first connection that guests have with First Baptist on a Sunday Morning. Parking Team members help greet our guests and help them find the correct way into the building.

DRESS CODE

Semi-casual pants or jeans are appropriate. Modest shorts are acceptable during the summer months. Safety vests, radios, and rain gear will be provided.

PRE-SERVICE

Check in with your team Captain at 9:50AM in the Atrium. Pick up your name tag and grab a cup of coffee. The Parking team should be stationed by 10:00AM, ready and excited to welcome our guests! You never know what burdens the people you greet are carrying, and God could use you to make an eternal difference in this lives. Smile and look people in the eye as you greet them! Make the extra effort to offer help when needed.

POST-SERVICE

At the close of the invitation, just before the service ends, return to your post/position. After the service is over offer any help needed to leaving guests, this will send our guests home with a good impression of their time spent with us.

REMEMBER: First time guests will decide on whether or not they will return to our church within the first 7 minutes of being on our campus! Before they hear any sermon & before they experience our worship the contact they have made with you matters significantly.

THANK YOU FOR YOUR INTEREST IN SERVING ON FIRST LAVACA'S GUEST MINISTRY TEAM!
PLEASE COMPLETE THE ATTACHED FORMS AND DROP OFF IN THE PROVIDED BOX IN THE ATRIUM.

GUEST MINISTRY TEAM

If the GUEST MINISTRY team sounds like an area you are interested in joining, please complete the form below and return it to the provided box in the atrium of the worship center.

We look forward to serving with you!

FIRST NAME

LAST NAME

STREET ADDRESS

CITY

STATE

ZIP

CELL

EMAIL

Please check the box of the area you are interested in serving:

- Welcome Team
- Coffee Team
- Parking Team

Are you interested in serving as one of the team captains?

- YES
- NO