

Host Team

Overview

THE WIN:

Create a warm, welcoming environment that allows every person that enters the doors of Glory Bell Church to fully connect with Jesus and feel at home.

PRIMARY ROLES:

Be a team player – willing to do anything, everything or nothing.

To use the gift of hospitality to ensure that each person that enters the doors of Glory Bell feels valued, welcome, and their questions are answered.

Anticipate any needs that can be met (such as a person searching for the restroom or a first time guest entering with children, etc)

Follow-up with guests after service.

To carry the vision and mission of Glory Bell forward with passion, excellence and clarity.

Be flexible and understanding as the responsibilities of the position may change or grow depending on the season, event, and needs of the church

Must feel called to serve Waco, Glory Bell Church, and our Lead Pastors.



PRIMARY TASKS:

Host Team should have the brightest smile, biggest energy, warm, and welcoming. Maintain positive body language (smile, make eye contact, and stand with good posture).

Go beyond the initial "Hi!": How did you hear about us? How long have you been coming? I see... (fill in with any need you see such as "I see you have children with you today, have they ever been to Glory Bell Kids?, etc.). Look for people that look puzzled and help them.

Gather fully-filled out Connect Cards, pass out "New Here" gifts, Fresh Start books, etc. Ensure guest supplies such as Connect Cards, New Here gifts, and Fresh Start books are stocked.

Help with any sign-ups such as Baptisms, Baby Dedications, special events, etc. Have guests sign up using Connect Card.

Check GroupMe regularly to stay up to date on any church happenings or service changes. Host Team should be ready to answer questions regarding any of the ministries in Glory Bell or connect guests to someone that has answers to their more specific questions.

When scheduled to serve, you will be sent a request via Planning Center Online. Please respond with accept or decline. This really helps us plan our weekends well and better serve the needs of the church. The schedule is made one month at a time.

Set up and make coffee. Have that ready by 8:30 am. This allows the band the opportunity to have some as well. Be sure cups, lids, condiments, etc are well-stocked.

Wear name tag at all times to ensure you are easily recognizable. People feel more comfortable when they can clearly see who can help them.

Have team members hold signs in different locations outside.

Stay in your assigned area until time scheduled to move back to service (this may vary).

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

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

Willingness to defer to Lead Pastors in the event of difficult decisions and/or disagreement.

Make sure merch is stocked, the square app is downloaded on your phone, and know where the square point of sale device is.

It's important that we cross train as many people as possible.

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