

CONNECT AREA

FIRST IMPRESSIONS WIN:

To create lasting impressions of belonging in every guest...from the STREET TO THE SEAT!

CONNECT AREA POSITION DESCRIPTION:

A South Hills Connect Area team member provides a welcoming environment and familiarizes themselves with all that is happening around South Hills to be available for first time guests, questions, next steps, sign-ups and merchandise sales.

A South Hills Connect Area team member serves for around 45-60 minutes when they volunteer.

WEEK:

- Familiarize yourself with FAQ's so you know how to respond to questions
- Be aware of church events using social media, the website and the newsletter
- Watch for emails from Team Lead with special instructions
- Share stories and give feedback to the Connect Area Team Lead

WEEKEND:

- Arrive 30 minutes early (Team Prayer before Saturday 5pm service and Sunday 8:30am service)
- Store any personal items on First Impressions shelf in kitchen (keep Connect Area tidy and free of clutter)
- For the Saturday 5pm and Sunday 8:30am service, get ipads from office area to place on 2 high tables
- Familiarize yourself with the merchandise available, prices and the square app (for credit card payments). We also accept CASH.
- Stand where you feel comfortable and remain at the Connect Area for at least 15-20 minutes after service has started or as long as you feel necessary.
- Be available to welcome first time guests and answer questions.
- If you choose to walk away from the area to sit in service, etc, please store any cash inside the kitchen area (out of sight).
- Return to Connect Area during offering time and stay until the next team member arrives (never leave the area unattended between services)
- If there is an excessive amount of cash for a service, an envelope can be dropped in the safe in the back office between services.

- After Saturday 6:30pm and Sunday 11:30am service:
 - Bring iPads to office and plug in on end table.
 - Place cash or checks in Connect envelope and put in safe in back office.
 - Place any connection cards on the desk in the front office.
 - Please leave the Connect Area clean.
- If there is an emergency or security issue:
 - Assess the situation
 - See if you can handle it yourself
 - If assistance is needed, find the Security Guard or Sunday Experience Coordinator.
 - If they cannot easily be located, go to the sound booth or kitchen shelf and use the walkie talkie (channel 1) to contact the Security Guard.