



GUEST SERVICES

MISSION

The mission of South Hills Church is to lead **unchurched** people into a **growing** relationship with Jesus Christ. This should not only inform the people we are directly interacting with, but serve as a reminder of how we assert ourselves when interacting with our guests.

WHY & PURPOSE

People often forget information that was conveyed. But they will never forget how something, some place, or someone made them **feel**.

Our guest services team as one goal - to make people feel **loved**. This happens when a guest experiences an environment of hospitality, welcome and care.

This is accomplished by every guest experiencing one of our best assets - our people.

VALUES

Hospitable - Always give a spirit of warmth.
We look and smile at every person we see.
We are the first to say hello.

Helpful - Always assert yourself for the person.
We go out of our way to assist if needed.
We make the extra steps.

Interested - Always have genuine interest in the person.
We ask questions to get to truly know people.
We are attentive to their interactions.

HOW

All of the above values are to be embodied in every particular position of the guest services ministry. Though certain functionalities and responsibilities of each position may change, the values/behaviors remain the same.

Those particular positions which make up guest services include...

- **Greeter** - parking, front door, floater.
- **Usher** - attentive to auditorium and in-service.
- **Connect** - stationed at connect area, helping with next steps.
- **Hospitality** - food and drink.
- **Security** - keeping people safe.

NOTE:

Further details of the functions of each particular position are explored later in this document.

Specific content such as arrival times, setup, etc. of how certain positions function are left up to the leadership of the campus.

OVERALL PHILOSOPHY SUMMARY

A guest's experience at any South Hills campus should simply be thought of by inviting a person and their family (particularly unchurched) into your own home for a meal.

Preparing a great meal for a guest in your home can go a long way. It is able to feed them, nourish them, and even make them feel thought of and cared for. However, while providing a delicious meal maybe one part of somebody's experience in your home, it is not the only experience.

Guests in your home can experience a sense of welcome, being seen, ease, fun, or even feeling deeply cared for before they sit down for a meal. A large part of this is the environment you create in your home. Whether it be from the space itself, or the feeling you give off as a host welcoming people into your space.

Overall, you want that person and their family feeling loved.

Why? Because they will feel excited to return and spend time with you once again.

MEASURABLE GOAL - 7 Connections

While making every person feel loved can be abstract to measure, we can create a simple and measurable starting point to ensure people feel seen - which leads to feeling loved.

The goal is for every single person that steps onto a SH campus to receive "7 connections" before the start of each service.

What is a "Connection?" A connection is a moment where somebody simply was seen and has felt seen.

This can range from a simple look in the eye and a "good morning" from a parking greeter, to kids check-in, to a conversation in the seat right before service begins, etc.

While 7 seems like a lofty number, it is a healthy ideal to strive towards.

EXAMPLE:

- 1) Family in a car drives onto campus and is waved by a parking greeter.
- 2) Family is walking past the same parking greeter and is told "good morning!"
- 3) Greeter outside says "hello" as family steps onto the campus.
- 4) Parents check-in kids and are greeted at kids check in.
- 5) While getting coffee, the hospitality volunteer interacts.
- 6) Walking into the auditorium, usher hands them a bulletin, looks them in the eye and says "welcome."
- 7) Pastor or floating usher says hello while guests are sitting in their seats before service begins.

ROLES & RESPONSIBILITIES FOR EACH POSITION

Note:

All volunteers and staff operating in these particular positions should be wearing a name tag at all times. Security should have security specific name tags.

Specific call times and serving frequency are determined by the leads at that particular campus. Please contact your campus lead to find out what your specific times and needs require.

Greeter

A greeter's main objective is to be the first smiling face and hello when somebody arrives on a campus. Aside from signage, they are the first representation of South Hills. As we say, "Signs tell people where we are, people tell people we care."

Greeters can be placed in a wide variety of positions throughout the campus. These positions include but are not limited to...

- **PARKING LOT** - Getting cars safely parked on your campus and saying hello to people along the way.
- **FRONT DOOR** - These greeters stand at your main entrance and greet everyone that walks through the doors. It is important that these greeters should not block the entrance but stand on the wings of the openings.
- **FLOATING** - This person will "scrape the edges" by floating around any common area looking for people to engage and say hello to.

Greeters should not only be saying, "Hello," but also ready to go out of their way to assist, direct, or walk with a guest. This is part of the value of being helpful and making an extra step.

USHER

Ushers are designated to tend to the auditorium (main gathering) and the people occupying it.

Ushers are not only another moment to greet, but they require more specific functions before service begins, throughout service, and after service ends.

Some examples of the responsibilities of an usher include...

- Prepping the auditorium and seating if necessary.
- Opening doors ten minutes before service begins.
- Handing out bulletins.
- Helping to find people seats with ease.
- Handing out earplugs or any other particular assistance.
- Collecting offering.
- Opening doors and resetting the auditorium.

Overall, the ushers should be attentive and proactive throughout the entire service. Keep an eye on the congregants and what is happening in the room.

CONNECT

People that serve in Connect play a key role in a guest's next steps. When people are coming up to a Connect area or even a resource table - they are looking for more information.

This information could be as simple as when your student ministry gathers during the week to wanting to know how to take their next steps in growing deeper in their faith .

With that said, those that are in serving in "Connect" should have a more comprehensive understanding of the happenings of the church than the average volunteer. They should know the events that are coming up, general next steps, and how to go about getting plugged into those various things.

Not only does a connect volunteer encourage a beyond Sunday experience, they show a guest how easy it is to engage into the life of the church.

HOSPITALITY

Hospitality refers to anyone who is helping to provide food and drink.

Coffee and some form of a refreshment is required to be provided at all South Hills main service gatherings. Choose simplicity and quality over quantity and eclectic.

Remember that although there are tasks to be done, your main job is to embody the values. Embody a spirit of warmth and greet people along the way while having to do your tasks.

Hospitality volunteers are also in charge of the cleanliness of their station.

Keep an eye on stock and what the ministry needs.

SECURITY

Because the role of security has a lot more intricacies there is an entire document that covers "Security at South Hills."

You can access that document and security resources on the SH Staff Portal