

ROLE: Welcome Center Host

ROLE DESCRIPTION: Create a warm, inviting environment where new people can find answers to their questions.

REASON: New guests often have general questions about Calvary.

REPORTS TO: Welcome Center Captain (First Impressions)

Our Mission: Building relationships, seeing Jesus transform lives.

REQUIREMENTS:

- Application
- Regular attendee
- Training

RESPONSIBILITIES:

1. Check email weekly for important info and updates.
2. Arrive 30 minutes before service begins.
3. Pray for Gods' leading.
4. Wear nametag.
5. Walk around Lobby to familiarize yourself with the tables and other information that might be out for the weekend. Be aware of upcoming events that people may ask about.
6. Pick up a Worship Folder to reference while you serve.
7. Clean/wipe down Welcome Center with disinfectant wipes in the desk.
8. Get and power up iPad(s). Have Calvary's website open. **www.calvarychurch.us**
9. Be in position 25 minutes (RV)/ 20 minutes (WB) before service starts.
10. Straighten papers/pamphlets and recycle outdated materials.
11. Familiarize yourself with any new information or pamphlets at the Welcome Center or in the binder in the desk.
12. Be aware of First Aid kit located in Coat Room (RV) / Kitchen (WB).
13. Always escort guests to classrooms. Never point. Engage them in conversation.
14. If you don't know an answer to a question, or if there are any "issues," write down detailed explanation on "Welcome Center Communication Sheet" and return to Community Life Director for follow-up.
15. Remain at Welcome Center until 10-15 minutes into the service.
16. If there are people milling around in the Lobby during the service, remain and be available at desk.
17. Towards the end of the service (typically after offering), return to Welcome Center to be available following the service.
18. Look for new guests you met and engage them in brief conversation about their experience. See if they want to join the "10-Minute Tour."
19. If you receive money at the Welcome Center, use the offering envelopes to put money in offering baskets or directly into the safe.
20. Straighten up before leaving. Take any personal items left at the desk to the Lost & Found located in Coat Room (RV) / by Coat Racks (WB).

21. Power down and return iPad(s) after final service.
22. Return nametag.
23. If unable to fulfill your volunteering time, find your own replacement and notify Team Captain.
24. Be on the lookout for additional First Impressions Team volunteers. Invite them to join you.
Coordinate with Community Life Director.
25. Recommended attire is nice casual—neat, not sloppy.
26. Time Commitment: 1-2 hours per month.

REWARDS:

1. Satisfaction from helping those needing assistance.
2. Use your gifts to help Calvary accomplish its mission: Building relationships, seeing Jesus transform lives.

RECOMMENDED GIFTS:

- Helps
- Hospitality