

## Hospitality Team: Assisted Check-In

Create an environment that gives people the best opportunity to grow in their relationship with Jesus Christ.



### Why join our team?

First time guests often decide whether they'll attend a second time within the first seven minutes of arriving. Long before a word is preached or a song is sung, guests have formed an opinion of our church. Hospitality team members help shape that first impression from the street to their seat, by offering guests a giant welcome, helpful information, and a fond farewell. Remember you re"present" God when you offer hospitality to our friends and guests.

### Your role as an Information Desk Attendee

- Arrive 30 minutes prior to service start time for the hospitality prayer huddle
- Check in at volunteer desk by initialing next to your name and wear a nametag
- Be in position to serve 20 minutes prior to service
- As guests approach the desk, make eye contact and smile.
- Offer a genuine greeting "Good morning! Welcome to Trietsch!" etc.
- Check in any guests who have forgotten their fast pass and offer to make them a new one.
- Watch for people who seem unclear where to go and offer assistance.
- If asked a question you don't know the answer to, escort the guest to the Information desk to help find out the answer with them
- Remain at the desk until 10 minutes after the service begins

### Expectations

- Serve, at minimum, once a month for 6 months
- Find your own replacement when needed, via approved contact list.
- Planning Center Services is our online scheduling and worship planning application. You will be responsible for responding to requests with a simple accept or decline.
- Be a member of Trietsch Memorial United Methodist Church

### Final Notes

- Please be cautious to not get caught up in conversation with friends or other hospitality team members. We need you to be alert and watching for people who are new.
- Encourage others to move conversations to the side of the desk so that it remains approachable for guests

When God's people  
are in need, be  
ready to help them.  
Always be eager to  
**PRACTICE HOSPITALITY.**  
ROMANS 12:13 NLT