



BETHLEHEM CHURCH



Guest Services HANDBOOK

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Andy Schneider



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Welcome to

GUEST SERVICES

We are so glad that you are here and have taken this step to serve with us. Thank you for your willingness to help Guest Services create an environment that is warm and welcoming. We strive to be a church for the unchurched, a safe haven for everyone pursuing a growing relationship with Jesus Christ, and we could not do it without you. You are influencing environments where life change happens, and our hope is that you will find significance in being a part of the team.

Our guests enjoy their experiences because of you, and we just want to say again:

“We’re glad you are here!”

Why We Exist

The mission of Bethlehem Church is to lead people to discover new life in Christ.

Who We Are

We are passionate about creating remarkable experiences for our first-time guests. Our goal in Guest Services is to make everyone feel welcome, comfortable, and cared for while attending a Bethlehem Church location.

How We Deliver a Remarkable Experience

We show care.

We are givers extending empathy.

We remain flexible.

We are rubber bands willing to do anything to serve our guests.

We have fun.

We are thermostats setting the temperature.

We deliver WOW.

We are hosts delivering the extraordinary.



Reminders for all Guest Services Volunteers

- Based on when you are serving, your coach will advise you of your arrival time.
- Your first day on the team will involve meeting the team lead and shadowing a seasoned team member who will coach you in the specifics of your role. Plan to arrive a few minutes early on your first day of serving so you can connect with the team lead and receive instructions.
- Be on the lookout for first-time guests.
- Always walk guests to their desired location—never point.
- Know the locations of all family ministry environments, restrooms, and adult environments.
- Please refrain from eating, drinking, or chewing gum while serving.
- Please refrain from texting or using your phone while serving.
- Never say “I don’t know” and let the person walk away; instead, lead the person to a staff member to find the answer.

*“I’ve learned that people will forget what you said,
people will forget what you did, but people will never
forget how you made them feel.”*

Maya Angelou

Creating WOW!

1. Remember, it's not a department—it's a culture.

- Caring for our guests and serving them are values of our church.
- We have the opportunity to be examples of those values as we care for our guests, and to instill the importance of these values in every team member.

2. Know that every guest matters.

- It takes courage for our guests to show up on a Sunday morning; let's make that journey as easy as possible!
- Do you remember the first time you arrived in our building after navigating parking and finding the Auditorium? The process can be confusing and overwhelming! Consider how guests may be feeling, and attempt to relate as you welcome them.

3. Wherever you are, be all there.

- When guests are interacting with you, be fully present by maintaining eye contact, listening actively, and avoiding distractions.

4. Every guest has a story.

- Treat every guest as if it's their first time at Bethlehem.

5. Value the vision.

- Keep our values front and center and create the best experience possible.

6. Always deliver WOW!

- Instill excellence in everything that takes place.
- Do the little things really well all the time.

7. Everything speaks.

- You only get one chance to make a first impression.
- The volume of the music, the decor, and the clothes you're wearing all communicate meaning to the guests, and the smallest details stand out.

8. It takes us all to do it all.

- So what does it take to make it all work? The answer is simple: It takes all of us.
- We are each called to help in any way we can, and we need one another to make it all work!

SCHEDULING



Scheduling Overview

- An account will be created for you, and you will receive an email that asks you to create a password.
- In addition to using the web browser version, you can download the app or scan the QR code on this page, and sign in to receive notifications (this is not necessary, but it is helpful).
- You will receive weekly invites to serve via email. Please respond to these emails ASAP by clicking “accept” or “decline.”
- For emergency cancellations, please remember to text or email your team leader as soon as possible.



INDIVIDUAL ROLES

Greeters

Our vision is to make guests feel valued with a sincere greeting, a friendly presence, and a fond farewell.

We do this by:

- Greeting our guests at the exterior doors and Auditorium doors with a smile.
- Having positive body language by smiling, making eye contact, and standing with good posture (arms unfolded and body open toward the guests).
- Giving our guests a fond farewell by opening interior and exterior exit doors and giving them any necessary handouts as they leave.

Greeting (Lobby)

- When you are asked for directions to an environment, always take the time to escort the guest to that location. We never want to “point” our guests in the right direction. You can also introduce guests to a member of the First-Time Family Team if you are unable to walk the guests where they need to go.
- Let guests know that an usher is available to help them locate a seat.

Greeting (Exterior Doors)

- Be looking for those WOW moments to serve our guests. If a mom is getting dropped off at the door with a stroller, children, and bags falling off her shoulder, leave your post and help her get to where she needs to go.
- Be on the lookout for anyone who looks lost, and help guide them to First-Time Family or the Auditorium.
- Please open the doors for each individual guest. Avoid holding the doors open, except for when large groups of people are entering at one time.

Ushers

Our vision is to greet people with a friendly presence and provide clear directions to a seat.

We do this by:

- Having positive body language (smiles, good posture, unfolded arms, and attentiveness to guests walking down the aisles).
- Being proactive.
- Knowing that ushering begins as soon as the doors are open. Your main purpose is to personally help guests find available seats. An inconspicuous scouting of empty chairs is the best way to do this. Quietly and politely asking guests if seats next to them are available allows you to put together a mental inventory of available seats. Politely ask guests to move to the center of their rows in order to create empty seats for incoming guests. Once you've located seats, discreetly escort guests to them.

Ushering reminders:

- Be aware of the location of handicapped and first-time guest seating, and work with your team to find available seating.
- Seat guests in the front sections first, if possible.
- Seat guests with babies or small children away from the front.
- Let guests sitting on the end of rows know that you may need to tap them on the shoulder and ask them to step aside for other guests to be seated.
- Do not actively seat guests during baptisms or after the message begins.
- Prop open the doors at the end of the service for guests to exit.
- If possible, assist in cleaning up the Auditorium post-service and taking any lost and found items to the Connect Area.





First-Time Family

Our vision is to create an incredible first impression and a personalized experience by helping first-time guests and their children get to the correct environments and locations.

We do this by:

- Connecting with the child(ren). Parents love it when it's all about their kids and not about them.
- Assisting families in filling out the First Time Family Check-In form.
- Generating tags for the kids, and explaining to the parents the importance of holding on to their pick-up tags.
- Walking each child to their environment and connecting them with a volunteer.
- Walking parents to the Auditorium, offering coffee along the way, and connecting them with an Usher.
- Giving each first-time guest a gift.

After the service starts or before you leave:

- Make sure there is someone who stays at least 10 minutes after the service starts.
- Straighten up the area for the next service.

Connect Team

Our vision is to go above and beyond to serve our guests by answering questions, providing clear information, and helping them take next steps.

No matter where we are in our relationship with God, we all have a next step. For some, the best next step may be to simply return to church again the following week. For others, a next step may be getting baptized, joining a small group, or serving. Our role as the Connect Team is to be a guide during each guest's interaction. We provide the information and tools necessary to help guests identify and take the step that is appropriate for them.

Here are some common next steps:

Serving

- Guest Services
- Children's Ministry
- Student Ministry
- Production
- Community
- Special Needs
- Weekday Prep Team

Small Groups

- Joining
- Leading

Discipleship

- Baptism
- First Step
- Foundations
- Engage Bethlehem

Giving

- Scheduled Giving
- App Giving

We do this by:

- Being familiar with the Teams Memo before serving, in order to know what's happening and be able to answer guests' questions.
- Connecting anyone in the church to next steps, such as First Step, Engage Bethlehem, Baptism, Kid Faith, Serving, or Groups.
- Being on the lookout for first-time guests (people who don't look comfortable or who have the "where do I go?" look on their faces).
- Offering first-time guests a Welcome Card and assisting them with scanning the QR code and completing the online guest form.
- Giving each first-time guest a gift.
- Being familiar with the following tools:
 - Bethlehem Church App
 - Campus Facebook Page
 - Connection Cards



When you serve:

- Please be in front of the table facing toward our guests, and be aware of anyone approaching.
- Please refrain from eating or drinking while serving.
- When asked for directions to an environment, take the time to escort the guest to that location. We never want to “point” our guests in the right direction. You can also introduce guests to a member of our Greeter Team if you are unable to walk them where they need to go.
- Be aware of supplies getting low, and restock them as needed.
- Straighten up the cabinet and tables as needed and keep them free of clutter.

Miscellaneous information:

- The lost and found, the first aid kit, and a Security/Emergency radio are available at the Connect Desk.

HELPFUL TIP

If you don't know the answer to a question that a guest asks you, don't respond with “I don't know.” Instead, connect them with an available staff member or get their contact information for a staff member to follow up with them.

Café

Our vision is to ensure that coffee and refreshments are provided and maintained for all services.

We do this by:

- Keeping all supplies stocked in the Café and self-serve coffee stations.
- Preparing and serving coffee prior to the start of each service.

When you serve:

- Follow the dress code by putting on a café apron.
- Be courteous to all and serve each guest with a smile.
- Stay ahead of the demand.
- Be familiar with the coffee-brewing equipment.
- Brew fresh coffee upon arrival and as needed throughout the service.
- Maintain clean and sanitary environments.
- Set the next team up for success by wiping down all surfaces, stocking cups, and beginning to brew coffee for the next service.
- Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
 - "See you next week!"
 - "I hope you enjoyed the service!"





Weekday Prep Team

Our vision is to prepare for the weekend services in all Guest Services areas.

We do this by:

- Being available during the week to assist the Guest Services team with preparation for the next weekend's services or special events.

Reminder:

- Tasks will vary based on the need.





Parking

Our vision is to be the initial welcome to Bethlehem Church and safely maneuver vehicles onto and off of the campus.

Parking Team members are the first connections that guests have with our church! In addition to helping people park, Parking/Shuttle Team members also greet guests and help them find their way around the campus.

We do this by:

- Smiling and waving at cars as they arrive in and depart from the parking lot.
- Clearly directing guests to parking spots and into the building.
- Going the extra mile in guest interactions by giving first-timers, handicapped guests, and latecomers priority parking.

During the service:

- Several Parking Team members should remain around the parking lots to assist guests and ensure safety.
- Parking Team members should return to their positions 10 minutes prior to the end of each service.

After the service:

- Return radios (turned off) to the chargers.
- Return lightsabers, vests, and rain gear to the Parking Area. Please hang all gear back up in the correct location.
- Leave the parking area tidy and ready for the next service.

Dress code:

- Please remember to wear weather-appropriate clothing.
- Safety vests, gloves, radios, and rain gear are available for your use.
- Regular shorts are okay—no cut-offs, please.

Reminder:

- After your coach dismisses the team, please help him or her consolidate banners, signs, and cones for pick-up.





EMERGENCY PROCEDURES

From time to time, situations arise that are true emergencies. They demand your attention and affect the safety of one or more of our guests. It is during these times, and these times only, that the word “emergency” should be used to communicate the situation.

Radio locations:

- 316 Campus — All Cafés, Parking Room, Kids Check-In Desk, Usher Room, Connect Counter, and First-Time Family Area.
- 211 Campus — Closet under the stairs and volunteer room in Kids Area.
- OC Campus — Café and Kids Check-In Desk.

Some emergency situations include:

Medical Emergency

- Provide the location and description of the situation.
- The service coordinator or staff member will contact the EMT on call and someone on the medical call list.

Suspicious Person

- Provide the location of the person, the description of the person, and the suspicious behavior.
- Keep an eye on the person from a distance until someone arrives.
- Do not confront the person.

Missing Child

- Provide any important details (location, description of the child, etc.).
- Your coach and a staff member will provide instructions.

Weather

- If the official call is made by a staff member, calmly and quickly move people into a shelter-in-place in the closest location.
- Stay away from doors, windows, glass, and exterior walls.

Fire

- Pull the nearest fire alarm.
- Report the location of the fire on the radio.

Guest Services team members (Ushers/Greeters/Hosts) on duty will assist with orderly evacuation by:

- Remaining calm and helpful to others and offering evacuation assistance to anyone who needs it.
- Directing people from hallways toward the nearest exit.
- Holding doors open, encouraging everyone to move away from the building while clearing fire lanes and driveways, and asking that people do NOT leave the campus in their cars (which would impede access of emergency responders).
- The Guest Services Team Coordinator will post one team member in the family lobby and another at the doors from the Auditorium at the main exit, to assure parents that children are being evacuated quickly and safely and direct the parents to the nearest exit. (Parents rushing to classroom doorways for their children will cause dangerous congestion and delay a quick and safe evacuation.)





***How you feel about a
guest when they walk in
will be reflected in their
experience and impression
of Bethlehem Church.***



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