



Volunteer Starter Guide

Guest Services

Name:

Date:

Welcome!

We're so excited to have you join the Guest Services team and be part of what God is doing through Eagle Brook Church. Thank you for your willingness to help create a warm, welcoming, and inviting experience. In Guest Services, you are creating environments where life change happens! Our hope is that you love serving as you see the impact you make and develop relationships with attenders and other volunteers.

In this guide, you'll find some tools and information that will help get you started. We look forward to getting to know you and to serving together!

With Gratitude,
The Guest Services Team

Our Mission and Focus

In Guest Services, we support our church's mission to reach people for Christ by creating a lasting impression that invites guests into an experience where they can take a next step. We prioritize our guests' experience because it impacts the mission!

So, to have a positive impact on the guests' experience, everything we do focuses on:

1. Creating an Inviting Environment

When you help create an inviting environment, you are doing all you can to give our guests a positive experience. We want to remove obstacles and make it easy for people to turn toward God.

Therefore, it is my judgment that we do not trouble and
make it difficult for those who are turning to God.

Acts 15:19

What does this look like in action?

2. Making Lasting Impressions

We set the tone for our guests and their church experience. We are the first people they see when they arrive and the last people they see when they leave, so the impression we make is often what someone uses to evaluate our church and their experience. We want everyone who comes through our doors—no matter who they are or where they've been—to feel welcome here.

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

What does this look like in action?

Environments

People of all ages and stages of church experience come to our church, and we want to help them take next steps toward a relationship with Jesus by creating an inviting and engaging experience across all our environments.

The following are the main environments we serve in Guest Services, to serve people from our parking lot to the seats.

Parking Lot

Entrances—to the building and the auditorium

Lobby

Auditorium

Volunteer Central

Every weekend people walk onto our campus and determine whether or not they will return the following week before they even hear the message. Which is why the environment matters!

Andy Stanley

Being Prepared to Serve

In order to best create inviting experiences and make lasting impressions, we need to be well prepared. Below are specific ways you can prepare before, during, and after serving.

Before

- Stay up-to-date on communications
 - Know your serving schedule (Head to MyEBC to accept or decline a weekend and to fill a need when others can't make it)
 - Know your campus (location of all kids and adult spaces, resources, and restrooms)
 - Dress in a way that's appropriate for your role, allowing you to fulfill all of your tasks
 - Check in and attend All-Volunteer Huddle
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During (See specific Guest Service roles on the following page for more information)

Prepare

- Team huddle - Be aware of any special events that day/service
- Be in position, with name tag on, at least 30 minutes before the service begins
- Make sure you have everything your environment needs to serve guests well
- Ask yourself: "What does the environment feel like? Is there anything I could change to make it more inviting, welcoming, relevant, or comfortable?"

Engage

- See and serve the needs of each guest in an exceptional way
 - Always walk guests to their desired location—never point
 - Be "guest focused" by limiting personal conversations with friends and other volunteers, and limiting use of your phone until you are finished serving
 - Please refrain from eating, drinking, or chewing gum while serving
 - Watch for those who may be new, lost, or need assistance getting in/through our building
 - After the service, consistently carry out the same care and intentionality through personal connections that you made before the service
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After

- Debrief and celebrate by sharing stories of impact and connections with your team
 - Assess and share feedback with your team, team leads, and directors
 - Stay up to date
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Guest Services Teams

The Parking Team personally acknowledges, welcomes, and safely guides guests as they enter and exit our parking lot. Communicate with other team members to keep traffic flowing.

The Greeter Team offers a friendly greeting and welcoming smile that makes guests feel genuinely cared for and welcomed as they enter and exit our doors.

The Lobby Host Team proactively connects and seeks out the needs of new and returning guests in a personalized way that makes them feel known, cared for, and comfortable.

The Next Steps/Info Team provides an approachable and engaging environment for guests to ask questions, get information, and seek out their best next steps.

The Auditorium Host Team proactively welcomes and assists guests in finding a seat that makes them feel acknowledged, comfortable, and ready to take in the service.

The Volunteer Central Team hosts a social environment where volunteers can get refreshments and connect with other volunteers.

Resources

	NAME	BEST WAY TO CONTACT
Team Lead		
Director		
Pastor of Guest Services		
What should I do if I can't make it to serve the day of?		
What should I do if I can't make it and know in advance?		
What should I do in case of an emergency or injury?	<p>Tell the nearest staff person as soon as possible. They know who's trained in CPR/First Aid, and, if needed, can call 911 and give the accurate address and directions.</p> <p><i>For your awareness, all Eagle Brook locations have automated external defibrillators (heart starters). You aren't expected to know how to use one, but it's a good idea to at least ask staff where the closest one is to your serving area, just so you know.</i></p>	
How will I know if we are cancelling services due to inclement weather?	<p>Check the Eagle Brook website or any Eagle Brook social media sites to find out if we are cancelling services or not.</p>	



Sites to Bookmark

Eagle Brook Volunteer Site

Need training? Can't find your serving calendar? Inclement weather? Find more information here.

eaglebrookchurch.com/ebcvolunteers

MyEBC

Ensure your contact info is up-to-date so you stay connected, and use it to view your schedule and connect with your team.

myebc.ccbchurch.com/login.php

Username:

Password:

Eagle Brook Blog

Find daily devotionals or read posts about spiritual growth, personal development, relationships, and parenting.

eaglebrookchurch.com/blog

RightNow Media

Think of it as the Netflix of spiritual growth! It's full of videos and Bible studies to make growing in your faith easier.

eaglebrookchurch.com/rightnowmedia

Your Team

We want to help you get connected so Eagle Brook becomes a place where you feel known and find a sense of belonging. Take a couple minutes to write down your team members' names, contact info, and any other relevant information.

As you get to know them more, pay attention to any challenges they're facing so you can be praying for them. It's a simple, caring way to grow your faith and make a difference in your teammates' lives.

Congrats!

Starting something new can be intimidating, but you did it—and we're so grateful! Eagle Brook encourages everyone to grow in our five values. Serving can help us grow in these values to become people who:

Follow Jesus

Spend Time with God

Connect in Community

Serve Others

Live Generously

Your input and ideas are welcome, as are any questions you may have as you learn more about the ministry in which you serve. Thank you for serving others and being so generous with your time!

