



THORNAPPLE VALLEY  
**CHURCH**

Guest Services  
Volunteer  
Manual

# TABLE OF CONTENTS

<b>Our Values</b>	<b>3</b>
<b>Orientation</b>	<b>4</b>
Be Present	4
Be Helpful	5
Be Engaged	6
Be Guest-Focused	7
<b>Emergency Services</b>	<b>8</b>

# Our Values

## **Mission**

Connecting people with God.

## **Passion**

To become accepting and authentic Christ Followers

## **Guest Services Mission**

In Guest Services, we want to create a welcoming environment where people feel comfortable, accepted, and are ready to connect with God.

# Orientation

Welcome to the Guest Services Team! You make the difference! We are so glad that you are here and have taken the next step to use your gifts and skills to set the stage for God to work.

On the Guest Services team, you'll be a part of creating a welcoming environment where people feel comfortable, accepted, and are ready to Connect with God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships as you serve at church.

## Be Present

### **Huddle**

In order to connect and grow as a team, share TVC information, and get prepared for serving. We have a pre-service huddle 45 minutes before the service starts. Please make every effort to attend. What about kids?? You are welcome to bring your kids with you to the huddle. Afterward, you can bring your kids to TVC Kids, unless they are serving with you in Guest Services. Check in with your Guest Services Leader, to learn about positions where you can serve with your kids.

### **Dress Code**

Please plan on dressing modestly. If you're not sure if a clothing item is appropriate, that may be a good indicator that you should wear something else. Please do not wear anything with explicit words or images. When wearing shorts and shirts please keep them at an appropriate length. We don't want our clothes to distract people who are coming to connect with God.

### **Name Badge**

On your first serving day, you'll receive a personalized Guest Services name badge. Ask your Guest Service Leader where they are kept. Please wear the name badge at all times when serving. Part of creating a comfortable environment is being easily recognizable to our guests. After service, please return your name tag, so they stay at the campus.

# Be Guest-Focused

In order to connect and grow as a team, share TVC information, and get prepared for serving. We have a pre-service huddle 45 minutes before the service starts. Please make every effort to attend. What about kids?? You are welcome to bring your kids with you to the huddle. Afterward, you can bring your kids to TVC Kids, unless they are serving with you in Guest Services. Check in with your Guest Services Leader, to learn about positions where you can serve with your kids.

## **Greeters**

Be friendly and authentic when greeting guests. You be you. Don't wait for someone to walk up to you. Be the initiator of conversations. Do your best to "read" guest body language. While one guest may appreciate a personal or lengthy conversation, others may not want to be approached at all. Some key phrases to use: "I haven't met you yet, my name is ...." "Welcome to church. I'm so glad you are here today." "How long have you attended TVC?" "How did you hear about TVC?"

## **Guest Central**

At each of our campuses we have Guest Central. At the Guest Central we have sign-up information, TVC information, ways to Serve and Connect, applications for volunteers to fill out prior to serving, office supplies, and new guest gift. If you meet someone new, please greet them and take them to Guest Central

## **Safety Team**

At all of our campuses, we have an Safety Team led by skilled volunteers. This team is on alert in the case of an emergency. If you see something suspicious or if a guest needs urgent medical care, please report that to the Guest Services Coordinator at your campus or your Safety Team Leader.

## **Parking**

In order to leave the best possible parking spaces for our guests, we ask that ALL TVC volunteers park away from the front door. Ask your Guest Services Leader where to park.

## **Help**

If a guest has a question or needs something, do your best to help them. If you don't have the answer to a guest question, don't say you don't know. Find the answer, or find a leader that can help them. Do not leave the guest with an unanswered question.

# Be Engaged

In Guest Services, we need to welcome people to church just like when someone visits our home. We want to give a good impression and make sure everything is in its place and looks great. When serving, remember to be engaged and ready to host our guests.

## **Greeters**

Wherever you are serving on the Guest Services team, you will have an opportunity to greet guests. This is your chance to create a “wow” experience for our guests. We ask that you be friendly, authentic, and helpful. Look people in the eye when you greet and talk with them. Offer assistance if they need help, but don't push help on them. If you don't have an answer to a guest question, walk them to the Information Center or ask another leader for assistance.

## **Ushers**

When you are ushering, please stay attentive to our guest needs. If someone is having a hard time finding a seat, take the initiative to ask them if you can help. Have them stay in the back of the auditorium while you find the appropriate number of seats. Then you can motion for them to come. Remember to smile, greet or thank guests, and be efficient.

## **Offering**

At the huddle, the Lead Usher will let you know when the offering will take place. When vision casting starts, this is your cue, if you are handing out offering buckets, to get into position with buckets in hand, ready to be called up for prayer. Please make every effort to walk in sync with one another. Look to the usher to the left and follow their lead. Stand at the front of the auditorium and wait until the prayer is finished. After prayer, you may hand out the buckets- one per row. Receivers can then walk up the aisle and start collecting the buckets.

# Be Helpful

On the Guest Services team, we are all about creating an environment where people feel comfortable, accepted, and are ready to Connect with God. We can't do this alone. We are a part of a team and need to help each other make the best environment possible for our guests. If you see something that needs to be done, pitch in and help. If you see trash on the ground, don't wait for someone else to pick it up, you do it! If you see a guest that is struggling to open a door, open it for them. If you see that a bathroom stall needs toilet paper, tell a leader and if you can, replace the toilet paper roll. Keep in mind that these little touches help build up the team, build up TVC, and build up our guest experience. You make a difference!

**“IN GUEST SERVICES, WE WANT TO  
CREATE A WELCOMING ENVIRONMENT  
WHERE PEOPLE FEEL COMFORTABLE,  
ACCEPTED, AND ARE READY TO  
CONNECT WITH GOD.”**

# Emergency Services

Please Visit [this link](#) to see our Emergency Action Plan

The plan for taking shelter and map are outlined in each campus emergency maps