

**Notes**

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*So warmly welcome each other into the church, just as Christ has warmly welcomed you; then God will be glorified.*

Romans 15:7 (TLB)

Welcome to the Team!

**THANK YOU**

for accepting the call that God  
has placed on your heart to show  
hospitality to others.

*Our hope and prayer are that as you serve on our  
team that you would know God more, find family  
in your relationship with others and live out your  
God given purpose.*



## Hospitality Fundamentals

We want to create welcoming environments where people want to come back to church so that they can know God, find family, live in freedom and discover their purpose!

1. We're always on time

👍 Be in position before guests arrive

2. We focus on our guests by minimizing distractions

Avoid distractions such as

✗ Looking at your phone

✗ Having food or drink in your hand

✗ Lengthy conversations that can wait

3. We NEVER point

👍 Instead, we personally escort guests

4. We always look for ways to go above and beyond so that guests, and our church family, want to come back

## Volunteer Central

- Check-in
- Connect
- Grab a cup of coffee or snack

## Team Leader

Your Team Leader \_\_\_\_\_

Contact information \_\_\_\_\_

## Stay Connected



mybayside.church



Facebook/mybayside.church



Instagram/mybayside.church



YouTube/BaysideCommunityChurch



ChurchCenterApp/BaysideCommunityChurch

## Dress Code

- 👍 Yellow SERVE t-shirt
- 👍 Name tag on left side of t-shirt
- 👍 Parking vest (if provided)
- 👍 Modest, comfortable and clean
- 👍 Comfortable shoes

Please do not wear clothing or accessories that include

- ✗ Questionable content, images or text
- ✗ Political or controversial images or text
- ✗ Drugs or alcohol
- ✗ Profanity

Keeping our attire simple and distraction free helps us to draw attention to Jesus and away from our clothing.

## Connect Center

Our Connect Center is a great go-to. Anytime a guest asks a question that you're not sure how to answer, walk them to our Connect Center and introduce them to a Connect volunteer.

## Team Huddle

Our Team Huddles give us the opportunity to stay connected in community with our team.

Team Huddles include:

- Prayer
- Encouragement
- Communication
- Teamwork

Our Huddles are one of the most important things that we do as a team. Please make it a priority to attend.

Your Team Huddle begins promptly at \_\_\_\_\_

Please arrive to your Huddle

- ☒ On Time
- ☒ Checked-In
- ☒ Name Tag Printed
- ☒ Ready to Serve

Serve 1, Attend 1

As part of the Hospitality Team it is our heart and desire that you are able to be fully present when you serve as well as have the opportunity to attend a worship service.

You will be placed on a rotation schedule that allows you to do so!

You are a part of the \_\_\_\_\_Team!

You will be scheduled to serve during the \_\_\_\_\_ service.

Please plan to attend the \_\_\_\_\_ service.

Notes

On your scheduled weekends to serve, you will receive an email Schedule Request. Please ✓ Accept or ✗ Decline

If you decline, we ask that you provide a brief reason.  
You also have the option to use the Block Out Dates feature.

Rainy Days

Parking Lot Setup & Reset

Age Requirement

You must be at least 18 years old to drive a golf cart. Children under 18 may serve on the Parking Team provided that their parent(s) sign a waiver and serves alongside their child.

## Parking Partnerships

As a Parking Team member, you help support our Safety and eCare Teams. You will be equipped with a radio that allows you to communicate with these teams if necessary.

Our Parking Team is located on Channel 3  
Our Safety & eCare are located on Channel 2

## Radio Etiquette

- ✓ Always test your radio to ensure that it's working properly
- ✓ Keep your radio line clear and free of chatter
- ✓ Only use your radio if necessary
- ✓ Speak slowly and clearly
- ✓ When calling Safety or eCare, press the button, wait a full second, and address them 3 times before giving further info
  - "eCare, eCare, eCare..."
  - "Safety, Safety, Safety..."

## Parking Positions

### WAVER / WELCOMER

Team members who are positioned at the entrance(s) to the parking lot to wave and welcome every guest

### ATTENDANT

Team members who are positioned in the parking lot to help guide and direct guests to open areas and parking spots

### DRIVER

Team members who drive golf carts, greet guests, and provide guests with a ride to the building entrances

## Parking Schedule

Our Parking Team is scheduled to serve before, during and after service. The parking lot should be covered at all times. However, there is a scheduled rotation during service that will allow team members to come inside and take a break.

It is important to stay in position at all scheduled times.

### Before

Please be in your assigned position at \_\_\_\_\_

### During

Please stay in your assigned position until a Team Leader or Hospitality Staff dismisses you.

### After

Please return to your assigned position at \_\_\_\_\_

As guests depart send them off with a smile and a wave

Help guide guests to exit the parking lot safely

You may leave once a Team Leader or Hospitality Staff dismisses you or when your replacement for the next service arrives

## Parking Best Practices

- ✓ Smile!
- ✓ Have fun! Use Pop Signs when available
- ✓ Treat every car as an individual
- ✓ Position yourself so that you can be easily seen as you wave and direct cars
- ✓ Make eye contact, whenever possible, with the people inside the cars
- ✓ Use clear directing signals to help guide cars safely and efficiently
- ✓ Look for ways to create a great first impression so that people want to come back to church

### Drivers

- ✓ Be on the move at all times looking for guests to arrive, being mindful of cars and foot traffic
- ✓ Greet each guest you see with a verbal greeting  
"Welcome! Would you like a ride to the entrance?"
- ✓ Step off the cart and assist guests as they enter or exit
- ✓ Always ask if passengers are holding on and ready before taking off in the cart
- ✓ Engage in conversation during the ride
- ✓ Keep cart clean of trash and debris