

**"TRAIN" CONTENTS:** This folder contains all of the tools we use to train our Host Team including:

- Store 101: play-by-play action of what happens when you serve on the Store Team.
- Parking Team 101: play-by-play action of what happens when you serve on the Parking Team.
- Experience Prep 101: play-by-play action of what happens when you serve on the Experience Prep Team.
- Hospitality 101: play-by-play action of what happens when you serve on the Hospitality Team.
- Driving Team 101: play-by-play action of what happens when you serve on the Driving Team.
- Usher 101: play-by-play action of what happens when you serve on the Usher Team.
- Greeting 101: play-by-play action of what happens when you serve on the Greeting Team.
- Guest Services 101: play-by-play action of what happens when you serve on the Guest Services Team.
- Greeting Trainer 101: play-by-play action of what Greeting Trainers do when they help lead their teams and the tools to guide them through the process.
- Usher Trainer 101: play-by-play action of what Usher Trainers do when they help lead the team and the tools to guide them through the process.
- Host Team Leader 101: play-by-play action of how our Host Team Leaders make the weekend experiences happen and the tools they use for leading people.
- Host Team Coach 101: everything you ever wanted to know about how to build relationships with volunteers inside AND outside the church walls.

## **Store 101**

**STORE TEAM:** Helps provides resources to help people become fully devoted followers of Christ. Guidelines:

1. Check in 30 minutes before the experience begins.
2. Go to the Store and meet up with your Team Leader.
3. At this time, the Store Team Leader lets you know about anything new (sales, new merchandise, etc).
4. Be available to do anything that is needed at any time:
  - a. Operate the register
  - b. Help people in the store
  - c. Answer questions
5. Since you serve DURING an experience, you will have your Team Huddle during that time. The Store Team Leader will lead you in the huddle. Please share stories about what it means to serve and pray together. Huddles are the backbones to building a healthy Host Team.
6. During the experience, make sure the store is in tip-top shape. Make all of the product full, straighten all hangers, tuck in all the tags, "layer" all of the long-sleeved clothes, price check all of the merchandise, and make sure everything has a tag. There is a TON to do. Have fun!
7. As soon as a replacement comes to serve for you, you are free to go.

## **Parking Team 101**

**PARKING TEAM:** Creates a friendly and fun experience by directing traffic and keeping spirits high in the parking lot. Guidelines:

1. Check in 30 minutes before the experience begins.
2. At this time, the Host Team Leader will assign you a parking lot location and let you know about anything new.
3. Go directly to your assigned lot, be prepared to be the life of the party, and direct all incoming and outgoing traffic.
4. Be crazy out there! People will forget their "road rage" if there is something wild going on in the parking lot. Smile and help create a fun and surprising environment out there.
5. Stay out there until at LEAST 15 minutes into the experience.
6. Return to the Host Team Check-In for the Huddle. This is the time for the whole Host Team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
7. After the Huddle, you are free to go.

## Experience Prep 101

**EXPERIENCE PREP TEAM:** Ensures that all guests experience a clean, friendly environment while providing all necessary materials for the weekend experience. Guidelines:

1. Check in about 45 minutes prior to the experience.
2. Go into the experience room and get ready to go.
3. About 30 minutes prior to the experience, come as a team to the Host Team Check-In area for the Huddle. This is the time for your team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
4. Go back into the experience room and serve like crazy!
5. Remember to pray over each chair as you get it ready for the weekend! What you are doing NOW is setting the stage for God to do amazing things this weekend!
6. How many experiences are there at our church? Put that number of offering envelopes & prayer cards per chair.
7. Put One (1) pen per chair.
8. Remove and throw away any trash (such as envelopes and cards that have been scribbled on).
9. In the *extremely rare* event you run across an offering envelope with money in it, give it to the Host Team Leader or another staff member.
10. When the ENTIRE room is finished, then the team can leave together!.

## **Hospitality 101**

**HOSPITALITY TEAM:** Extends a personal touch by preparing and providing snacks for every guest. Guidelines:

1. Check in 30 minutes before the experience begins.
2. Go straight to the lobby and get the snack area ready for the experience.
3. Communion: Make sure the tables are filled with juice and communion bread. Pray over it as you check.
4. 15 minutes before the experience begins, bring the snacks out.
5. Experience time: Continually check the hospitality area and check the "levels" on everything: creamer (flavored and regular), napkins / stir sticks, Sweet-n-Low, etc. Also, please keep the entire lobby area neat and clean.
6. Stay in the lobby until at LEAST 15 minutes into the experience or until your Host Team Leader comes to get you for the Huddle.
7. Return to the Host Team Check-In for the Huddle. This is the time for the whole Host Team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
8. If you are the last experience of the day:
  - a. Gather all communion trays from the experience room. Combine all bread and juice to make full trays. Put trays into the refrigerator. Clean and dry the trays that you emptied.
9. After the Huddle, you are free to go.

## **Driving Team 101**

**DRIVING TEAM:** Continues the engaging environment in the parking lot by picking-up and driving guests on golf carts through the parking lot to the most convenient building entrance. Guidelines:

1. Check in 30 minutes before the experience begins.
2. At this time, the Host Team Leader will assign you a parking lot to drive in and will let you know about anything new.
3. Go directly to your cart and be prepared to be the life of the party in the parking lot!
4. Actively drive out in your lot and continually look for people who need rides. Once you pick them up, talk to them, welcome them, and SMILE!
5. Stay in your parking lot until at LEAST 15 minutes into the experience.
6. Return to the Host Team Check-In for the Huddle. This is the time for the whole Host Team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
7. After the Huddle, you are free to go.

## Usher 101

**USHER TEAM:** Welcome guests into the experience room by helping guests find seats, receiving the offering, and making guests feel at home.

Guidelines:

1. Check in 30 minutes before the experience begins.
2. Gather for the Huddle. It will begin NO later than 20 minutes before the experience. At this time, the Head Usher will cast vision for the usher team, assign you a section, tell you anything new you need to know, and pray with you.
3. After the Huddle is over, all ushers go to their sections and stay there - people will need you during the music. Smile and invite/welcome everyone to the experience.
4. We need to be **intentional** about seating people, particularly at experiences that tend to overfill. Ask people to move toward the middle.
5. When the music is over, count the people in your section. Report that number to the Head Usher who will be standing in the back of the experience room. After you have counted the people, sit and listen to the message.
6. When the teaching pastor says "Let's pray," in the message, get up and go to the BACK of your section (**NOT in the aisles**). When you are pointing out salvation hands, PLEASE be discreet and only point out hands in your section. It is very hard to figure out which section you are pointing to when you are pointing across the room. Remember to pray for everyone who raises their hand! They have just made the most LIFE-CHANGING decision of their life!
7. Offering: During the prayer, walk down the aisle to the beginning of your section. Right after the "Amen" to the offering prayer, pass the buckets. This will ensure that all of the ushers make it out of the experience room before the experience is over.
8. When you pick up the buckets in your section, be sure to not go to the next aisle until you have picked up the bucket for the previous aisle. This is the "**no bucket left behind**" campaign.
  - Ushers WHO PICK UP BUCKETS (not the passers) must take ALL the buckets from their sections to the back to do the sort. That helps us get the right number of buckets back out to the sections. Also, all ushers who picked up buckets are the people

who need to sign the slip that goes into the bag with the offering. We do this to for improved security.

- When you take the offering to the back, please stay there and help sort the offering. It takes a long time when we don't have your help. Stay back there until the Head Usher gets there. They will let you know what else you can do to help.
- After the offering is sorted, the Head Usher will let you know what else needs to be done. Please be flexible to do whatever it takes.

## Greeter 101

**GREETING TEAM:** Welcomes every person who comes to our church. All people on this team are stationed at specific zones including entrances to the church, experience room doors, and lobbies. Guidelines:

1. Check in 30 minutes before the experience begins.
2. At this time, the Host Team Leader will assign you a location and let you know about anything new (invite cards, handouts at the door, etc.).
3. Go directly to your location and be prepared to be the life of the party.
4. Door Locations:
  - Stand outside the door, talk to the people, welcome them in by opening the door for them, SMILE, and hand them the talk notes! Be sure to **not** prop the door open. It's much more welcoming when you open the door for people!
5. Lobby Locations:
  - Move around the lobby and be willing to serve every single person in every way. This includes SMILING, greeting, getting coffee, cleaning, and generally being the host of the party in the lobby.
6. Stay at your location until at LEAST 15 minutes into the experience or until your Host Team Leader comes to get you for the Huddle.
7. Return to the Host Team Check-In for the Huddle. This is the time for the whole Host Team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
8. After the Huddle, you are free to go.

## **Guest Services 101**

**GUEST SERVICES TEAM:** Can answer any questions about our church, provides tours of our building, and is available to help our guests during the weekend experiences. Guidelines:

1. Check in 45 minutes before the experience begins. Go to the Information Kiosks (computers) at that time.
2. Be available to answer any question at any time. Ways to make sure that you know the latest and greatest information include: surf the church website, read the weekend talk notes, and/or the weekly newsletter or reminder e-mails.
3. Since you serve during a experience, you can have your Huddle at that time. The Store Team Leader will come get you so that you can be a part of their Huddle. This is the time for the whole Host Team to come together, share stories about what it means to serve, and pray together. Huddles are the backbone to building a healthy Host Team.
4. Once the huddle is finished, go back to your kiosk to be ready for the experience to be over. This is your last chance to make sure you are up to date.
5. As soon as a replacement comes, you are free to go. Be sure to inform that person of all the "Frequently Asked Questions" so they can be on their game.

## **GREETING TRAINER 101**

**HOST TEAM TRAINER:** A Host Team Trainer has a passion for sharing the best practices for creating a comfortable environment during the weekend experiences at our church. A trainer is someone who has been a Host Team member and excelled at disarming our guests. There is a team trainer for every role on the Host Team. Guidelines:

1. The Host Team Leader will let you know who the new Greeters are and where they are located. It is up to you to show the initiative to seek them out.
2. Begin by introducing yourself and the reason you are interested in training new greeting team members. Find out who they are and the reason they are serving on our team.
3. Talk through everything that we do as a greeter and WHY:
  - Greeting is so much more than just handing out talk notes and opening doors. Being on the Greeting Team means being the host of the party for our weekend experiences! Be attentive and hospitable.
  - Personally stay with your trainees throughout their entire first time serving (the whole experience). The areas of focus include:
    - a) Getting to your area on time.
    - b) Getting into the right frame of mind - this isn't about you! You are serving other people with the potential of them coming to know Jesus! What is better than that?
    - c) Be attentive to the people coming in. Open the door for them, smile, and hand them the talk notes.
    - d) If people look like they are here for the first time, feel free to help them find their way around. Just let the other greeters in your area know that you will be back in a few minutes.
4. Approximately 15 minutes into the experience, check with the trainees:
  - How did they like serving?
  - What questions do they have?
  - Where can we improve what we do?

- Tell them that we will see them again in 2 weeks when they are scheduled to serve again.
5. If you get a chance, debrief with the Host Team Leader and let them know your thoughts and ideas.

## **USHER TRAINER 101**

**HOST TEAM TRAINER:** A Host Team Trainer has a passion for sharing the best practices for creating a comfortable environment during the weekend experiences at our church. A trainer is someone who has been a Host Team Member and excelled at disarming our guests. There is a team trainer for every role on the Host Team. Guidelines:

1. The Head Usher will introduce you to all team members and pair you up with new team members.
2. Begin by introducing yourself and the reason you are interested in training new ushers. Find out who they are and the reason they are serving on our team.
3. Talk through everything that we do as an usher and WHY:
  - Go to the section assigned by the Head Usher and stay with the person you are training in his/her section. Continue to talk through what is going on, what you will be doing, and WHY.
  - Personally stay with your trainees throughout their entire first time serving (the whole experience). The areas of focus include:
    - a) Intentionally greeting and seating people.
    - b) Counting attendees in specified sections.
    - c) Identifying salvation hands (pray with every person who raises their hand).
    - d) Receiving the offering.
    - e) Sorting the offering.
    - f) Cleaning up the experience room.
4. Conclude their first time serving with questions such as:
  - How did they like serving?
  - What questions do they have?
  - Where can we improve what we do?
  - Tell them that we will see them again in 2 weeks when they are scheduled to serve again.
5. If you get a chance, debrief with the Head Usher and let them know what your thoughts and ideas.

## **Host Team Leader 101**

**HOST TEAM LEADER:** The Host Team Leader is passionate about building community among every Host Team Member during the weekend experiences. Host Team Leaders:

- Check in all Host Team members and make zone assignments.
- Visit zones, build relationships, and coach.
- Make sure Host Team members have everything they need to fulfill their roles.
- Lead the Host Team Huddle.

Depending on the size of your church, you may have leaders of specific Host Team roles, such as Head Ushers and Store Leaders. Host Team Leaders, Store Leaders, and Head Ushers all fall under the label "Host Team Leader" and are considered "equal." Guidelines:

1. Check in 45 minutes before the experience begins.
2. Make sure that you have everything you need:
  - Check-In .
  - Printer / Scanner.
  - Check-In clipboard / maps of the building and parking lot (to "zone" greeters, drivers, and traffic director team).
  - Host Team notebook opened up to the Weekend Happenings for the Host Team.
  - Mints for the team.
  - Host Team Coordinator's business cards.
3. Get familiar with the Host Team Weekend Happenings so that you can communicate everything to every team when they check in.
4. The team will check in 30 minutes before the experience. As they check in, "zone" them (greeters, drivers, traffic directors, and hospitality) by using the maps of the parking lot and building.
5. Be sure to cover all areas before you begin "doubling up."
6. NEVER send people away! Phrases like "We don't need you" or "We're full" or "We don't have a place for you" are completely inappropriate words on the Host Team. There is always room for people and we will not be a team that is ever truly "full."
7. Once the music starts, begin "making the rounds" - move through the building making sure all teams are in place and continuing to serve.

Also, be sure to thank them all individually for taking their time to invest in changed lives.

8. 15 minutes into the experience, begin gathering up all of the members of the Host Team (greeters, hospitality, drivers, traffic directors). These teams will all huddle together. Lead them back to the Host Team Check-In for the Huddle.
9. The Huddle is truly your opportunity to lead and build up your team. This is the time for all of you to share stories about what it means to serve and pray together. As the Host Team Leader, it is up to you to cast the VISION - the Host Team gets to make the environment at our church a comfortable one. When people are comfortable, they can be open to hearing the truth of God's word. You can't cast that vision if you don't really believe it. Huddles are the backbone to building a healthy Host Team.
10. After the Huddle, your team is free to go. Please make sure everything is set up for the next experience.

**HOST TEAM COACH 101:** A Host Team Coach is an outstanding Host Team Leader who has a passion to build relationship with all of the Host Team Leaders during the week and during the weekend experiences. This person **MUST** have served in a Host Team Leader role previously and will be trained to take the place of the Host Team Coordinator in their absence. Guidelines:

- **BUILDING RELATIONSHIPS:**
  - During the weekend:
    - Begin by introducing yourself and explain what your role is (you are a fellow team leader and you want to get to know them).
    - Engage them in small talk conversation. Get to know them.
    - What are their thoughts on serving?
    - Who on their team is ready to be a trainer or leader?
    - What improvements can we make on the Host Team?
    - Train with the Host Team Coordinator on all aspects of what they do. After this training, you'll be able to be the Host Team Coordinator in his/her absence.
  - During the week:
    - Begin by introducing yourself and explain what your role is (you are a fellow team leader and you want to get to know them).
    - Engage them in small talk conversation. Get to know them.
    - Find out if they are in a small group and, if so, how it is going?
    - Ask how you can pray for them.
    - What are their thoughts on serving?
    - Who on their team is ready to be a trainer or leader?
    - What improvements can we make on the Host Team?
  - Email / Call them once every couple of weeks:
    - Make sure your e-mails are personalized.
    - Check on them with the list above.

- TIP: They will share based on how much you share with them! Be as open as you expect them to be!
- **E-mail your campus Host Team Coordinator with results from these conversations:**
  - Give them a brief run down by leader on how it went.
  - Let the Host Team Coordinator of any praise / prayer requests.
  - Be sure to overcommunicate - don't leave anything out!