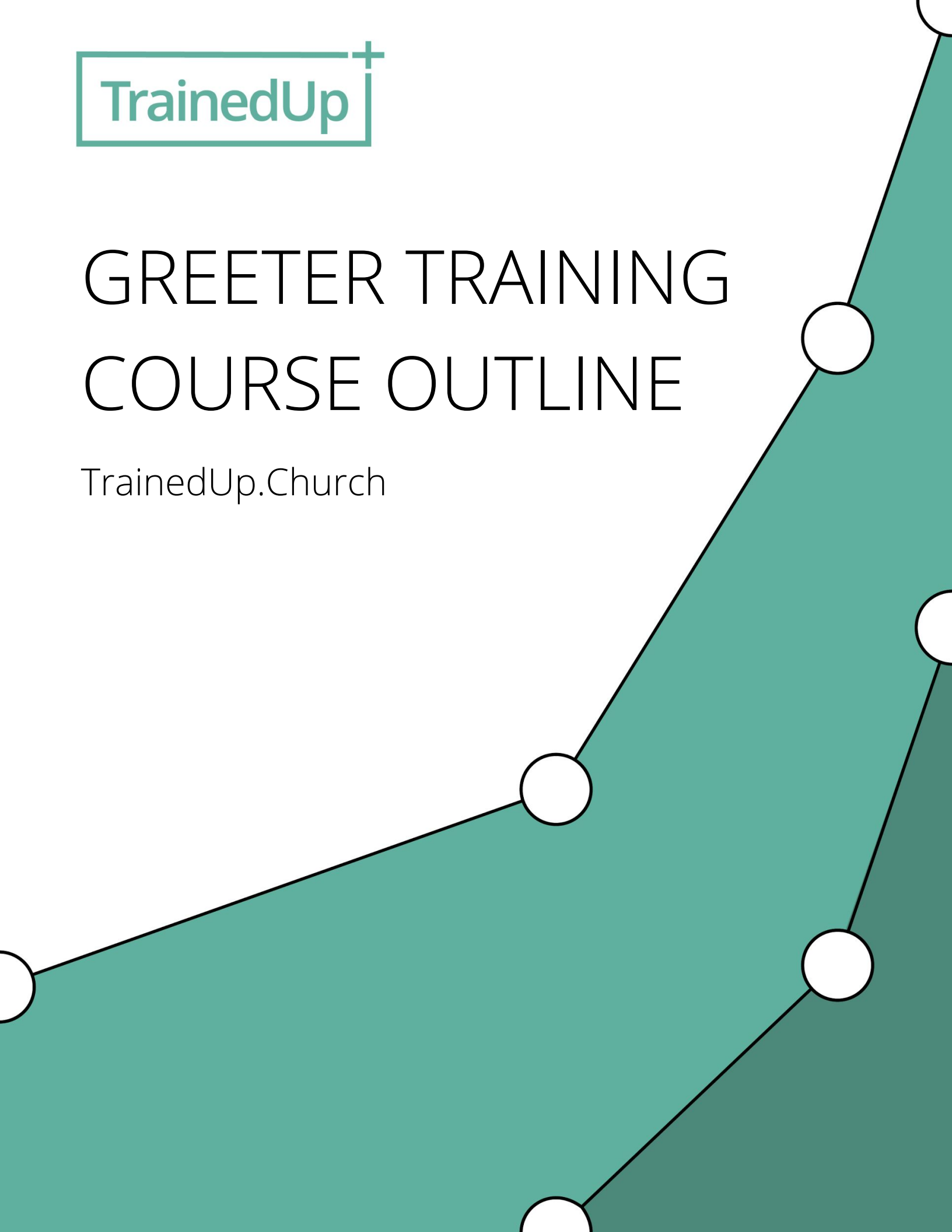




# GREETER TRAINING COURSE OUTLINE

TrainedUp.Church



## GREETER TRAINING COURSE OUTLINE

- Welcome to the team
  - What is the mission of the team?
  - Why is the role important?
  - What scripture is driving the team's mission
- Who am I?
  - Introduce yourself as the leader
  - how long you've been around
  - why you love your job
  - Your faith testimony
- Overview of the different job roles on the team
  - Parking helper
  - Sidewalk hand shaker
  - Door holder
  - Information desk
  - New visitor greeter
  - Lobby roamer
  - Bulletin hander-outer
  - Usher
- Best practices for Greeter and Guest Services
  - ***Use TrainedUp Library videos***
- When to arrive, where to go, and who to check-in with when you arrive
  - A map of the church property
  - A photo of the person to check-in with
  - Additional info for multiple service times
  - When serving is officially done for the day (when can i go home?)
- What to wear (and not wear), bring with you, etc
- How to use the volunteer scheduling software
  - When to respond
  - How to block off weeks for vacation/unavailable times
  - Who to ask for help
  - How to switch sessions with other volunteers

## GREETER TRAINING COURSE OUTLINE

- Get more info
  - Mailing address
  - Phone, email
  - Social media
  - Invite to Facebook group or befriend on Facebook
  - General availability from month to month
  - Expected vacation weeks already planned? (so we can make sure to not schedule during these times)
  - Allergies?
  - Shirt size?
- First Serve Sunday
  - Explain what will happen and what to expect
  - Ask when they're available for that first serve experience
- What questions do you have for me?
  - Give them a chance to ask you questions