



Guest Services Mission – Our mission is to love and lead people in a growing relationship with Christ by helping guests feel welcomed and comfortable at Keystone.

We want to increase comfort and reduce anxiety.

Your role on the Guest Services Team is crucial! Here's why:

- You may be someone's first impression of Keystone, and every Sunday is someone's first Sunday. *We never get a second chance to make a first impression.*
- Guest's minds are often made up about whether they will return or not before the experience begins.
- Your interaction with a guest sets the tone and expectation for the rest of their visit.
- Guests often come hoping to have a great experience but doubt they will. You can help make their experience amazing and surprising.
- You may play a role in nudging someone into a deeper step of faith and never even know it. *Guest Services is a spiritual activity!*

Colossians 4:5 – Be wise in the way you act towards outsiders; make the most of every opportunity.

Guest Services Team Expectations:

1) I will show care. People matter to God; therefore, they matter to us.

- Anticipate and fulfill needs.
- Acknowledge each person.
- Intentionally listen and respond appropriately.
- Give a warm greeting and goodbye.

2) I will remain flexible. We are rubber bands willing to stretch and try anything.

- Find a gap and fill it.
- Support each other.
- Solve problems as they arise.
- Do what needs to be done.

3) I will have fun. We are thermostats setting the temperature.

- Share a smile.
- Have a joyful attitude.
- Let your personality shine through.
- Keep interactions positive and upbeat.

4) I will deliver “Wow!” We are hosts delivering the extraordinary.

- Do little things really well.
- Make personal connections with people.
- Create surprise and delight moments.
- Go above and beyond.

Ask yourself this: If I knew my un-churched friend had finally agreed to come to Keystone, what would I want them to experience?



Guest Services Teams Job Descriptions

Our Guest Services team helps everyone feel welcome and at home as they come to Keystone. You will be each guest's first impression of the morning, so make it a great one! Go out of your way to make guests feel welcomed and comfortable.

All guest services team members need to be at their position at least 20 minutes before the start of the experience during which they are scheduled to serve. At the end of the experience, please stay at your post until relieved by the team member for the next shift.

Outside Door Greeters

- Greet people at the main front doors as they arrive at and leave Keystone.
- Smile, welcome people, hold the door for them as they enter.
- Shake hands as appropriate.
- After each experience, return to the entrance to hold the door as people exit and say good-bye as they go.

Waumba Land Door Greeters

- Greet parents and children at the Waumba Land outside door as they arrive at and leave Keystone.
- Be sure to greet the parents and children with enthusiasm!
- Hold the door for families - many of them arrive with arms full.
- After each experience, return to the entrance to hold the door as people exit and say good-bye as they go.

Guest Services Desk

- Answer questions people have about Keystone and hand out Welcome packets.
- Welcome first time guests and give them a welcome gift.
- Help people who don't know where they or their children need to go. Ask a Lobby Greeter to take people where they need to go.
- Help with sign-ups for events and serving opportunities.

Lobby Greeters

- Greet people in the lobby as they enter the building.
- Smile and be proactive in welcoming people. Don't wait for them to greet you, greet them first.
- Look for people who are new or look lost. Ask how you can help them, and escort people to where they need to be.
- After the experience starts, help people find seats in the auditorium.

Auditorium Greeters

- Greet people and hand out Keynotes as people enter the auditorium.
- Point people towards open seats.
- After the experience starts, move to the side doors to greet late arrivers.
- Open auditorium doors at the end of the experience and greet people as they leave.
- Collect communion cups as people exit on communion Sundays.

Refreshment Preparers

- Prepare coffee and lemonade, and set up the refreshment counter before first experience.
- Monitor, refresh, and clean the refreshment area throughout the morning.
- At the end of the morning, put away items from the refreshment table and clean and put away all coffee and lemonade equipment.

Some Guest Services Dos and Don'ts

Do:

- Be on time. Our guests and other team members are counting on you. Please arrive 30 minutes before your scheduled service time.
- Be warm and friendly.
- Smile and make eye contact.
- Ask how you can help.
- Be fully present, focused on the moment and on each person in front of you.
- Be informed about church activities, events, and people.
- Introduce a guest to another person.
- Look neat and dress appropriately. No revealing clothing or inappropriate words/logos on clothing please.
- Use breath mints as needed. (Probably more than you think.)
- Be a team recruiter and multiply yourself.

Don't:

- Get caught up in personal conversations while you are serving.
- Check your phone, Facebook, Instagram, Twitter...
- Point people in the right direction. Do take them there.
- Don't assume that people understand our terms.
- Don't wait for people to approach you. Initiate greetings and conversations.

