

Keystone Church

Guest Services Application



Please complete this form and return it to Pastor Chris Jarrett.
This form is also available online at: keystonechurch.us/guest-services-application

Name: _____

Phone: _____ **Email:** _____

1) Briefly describe why you would like to be part of the Guest Services team:

2) Preferred areas of interest (circle all that apply – descriptions are on the back):

Outside Door Greeter Waumba Land Door Greeter Guest Services Desk
Lobby Greeter Auditorium Greeter Refreshment Preparer Baptism/Dedication Host

3) Your availability:

How many times a month are you available to serve?

_____ Once _____ Twice _____ Three times _____ Four times

During which experiences(s) would you like to serve? (check all that apply)

_____ 1st (9:00am) _____ 2nd (10:30am) _____ 3rd (11:45am)

Which week(s) of the month do you prefer to serve? (check all that apply)

_____ 1st _____ 2nd _____ 3rd _____ 4th _____ 5th _____ It doesn't matter

If you have any questions or would like more information, please don't hesitate to contact Pastor Chris: chris@keystonechurch.us

734-944-5397 x203 (Keystone); 231-852-4130 (cell)

Guest Services 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 Greeter – 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 greet them as they go.

Waumba Land Door Greeter – 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.

Guest Services Desk – Answer questions and provide information with a smile. Direct people to the different ministry areas of the church. Help people sign-up for events and serving opportunities. Greet guests warmly and offer any assistance they might need. (*Volunteers at the Guest Services Desk typically serve for the whole morning once a month.*)

Lobby Greeter – Greet people 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 Greeter – 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 collect communion cups as people exit on communion Sundays.

Refreshment Preparer – 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.

Baptism/Dedication Host – When a person is baptized or a baby dedicated, you will help to host the candidate and family. You will show them where they need to be, escort the family to where seating has been reserved, and stay with the baptism candidates backstage before they are baptized.