
Guest Services Guidebook



LIFEPOINT

Live Life Well

Welcome to Guest Services!



We are so glad you are and have taken this step to serve with us. Thank you for your willingness to help Guest Services create an environment that is warm and welcoming. We strive to be a church for those that are far from God, a safe haven for everyone pursuing a growing relationship with Jesus Christ, and we could not do it without you.

You are creating an environment where life change happens, and our hope is that you will find significance in being part of the team. Our guests enjoy their experiences because of you, and we just want to say again, "We're glad you're here!"

Why We Are Here

The mission of LifePoint is to connect people with Jesus by serving our community with love and acceptance.

What We Will Do

We passionately and joyfully work hard to elevate the dignity of the guest by creating welcoming environments where guests are comfortable, cared for, and ultimately discover the best next step in a relationship with Jesus.

*Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others. - **Philippians 2:3-4***

Individual Roles



Greeter

- Acknowledge all guests as they enter and leave the building.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- When asked for directions to a location, always walk the guests to those locations. (If you are unable to leave your position, you can introduce guests to a Host who can then escort the guests to their desired locations.)

Host

- Welcome guests that approach Welcome Center.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching)
- Assist new guests in navigating the building and finding their desired location.
- Have knowledge of each ministry location, including appropriate ages and locations for all family ministries and any upcoming events.

Sabbath Schedule



- Guest services volunteers are scheduled to serve on a reoccurring basis, once a month.
- You should arrive 30 minutes before your designated service time begins
- If you are unable to serve, please communicate with our Team Leader in advance so they can find substitutes. This will ensure that our teams are best prepared to serve our guests.

"What you do speaks so loud that I cannot hear what you say." - Ralph Waldo Emerson

Reminders



- Be sincere when greeting guests. Practice good eye contact and attempt to connect with each person as you greet him or her.
- Always walk guests to their desired location, never point.

Reminders (cont.)



- Be aware of any special events that Saturday.
- Be in position no later than 10:15 am.
- Please refrain from eating, drinking , or chewing gum while serving.
- Please refrain from texting or using your phone while serving.
- Please limit personal conversations with friends and other volunteers until you are finished serving.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

- Maya Angelou

Emergency Procedures



Active Shooter

- In the event of an active shooter or the threat of a shooter, attempt to remain calm and get out of the building as quickly as possible, calling out to others to do that same as you exit.
- Once outside the building, Call 911 immediately.
- If you cannot exit the building, Call 911 as soon as possible, speaking slowly and quietly. Then hide.
- If neither running nor hiding is a safe option, as a last resort when confronted with the shooter, adults in immediate danger should consider disrupting or incapacitating the shooter or taking him out with physical aggression.

Medical

- Notify a Host or Security Team. Provide the location of the person and a description of the situation.
- Hosts or Security team will contact a medical professional on site and 911.

Suspicious Person

- If an individual makes you uncomfortable, seems out of place, is carrying a bag or clutching a suspicious item, or looks suspicious, notify our Security Team immediately.
- Provide the location of the suspicious person, a description, and the suspect behavior.
- Keep an eye on the person until a Security Member arrives.

Missing or Lost Child

- Notify a Host and Security Team immediately that you have a missing child or lost child.

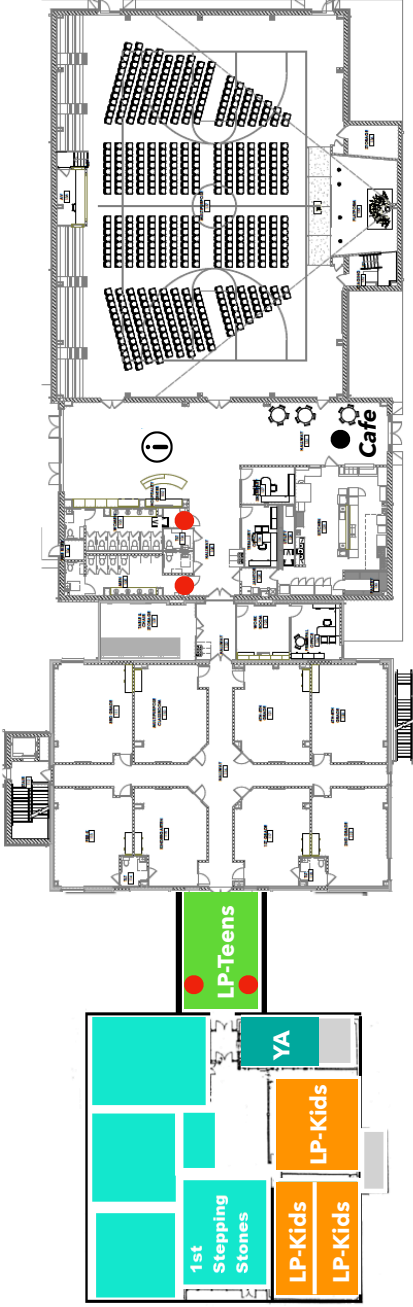
Fire

- Notify a Host and Security Team immediately with the location of the fire.
- Pull the nearest fire alarm.
- Assist guests in leaving the building via the nearest exit. (Parents must exit the building and find their children outside)

"Hospitality is not to change people, but to offer them space where change can take place"

- Henri J.M. Nouwen

**How you feel
about a guest
when they walk in
will be reflected in
how they feel
about you when
they walk out.**



Facility Map

- ① Information Center
- LP Kids
- LP Teens
- Young Adults
- Adults
- Auditorium
- Cafe
- Bathrooms

