

Vision and Mission

Our vision is to create a Host Team environment that impacts guests and members of the host team for our mission of leading people into a growing relationship with Christ. We do this by welcoming, informing, and serving those who attend our services.

Objectives

Our objective is to create environments that are inviting, friendly, safe, and accessible to our guests. This includes parking, public areas, and the auditorium.

We'll measure our success in three ways: doing annual surveys of guests, feedback from emails and calls, and by setting a standard of a perfect safety record for our guests.

It's also important for us to help our Host Team volunteers grow in their relationship with Christ. We'll accomplish this by measuring participation in small groups and Starting Point.

Strategy

Design traffic flow, parking, and travel within the facility so that it is non-eventful for our guests. We'll accomplish this through planning, effective signage, and competent, informed volunteers.

Plan

We'll execute our strategy by maintaining and updating our guest plans for inside and outside our facilities. Buckhead Church staff will hold two to four leadership meetings a year with volunteer leaders to update plans with needed changes. We recognize that our environments are dynamic and require regular updates.

Inside Hosts

Dress Code

You have heard the old saying that you only get one chance to make a first impression. Because dress is so subjective, the only way to clarify this is with details:

FOR EVERYONE

- Blue jeans are allowed, but no holes, please. If you paid a lot of money to get that pair of jeans that look really old, save them for the going out!
- Sandals are great. Flip-flops are a no.

FOR THE LADIES

- No shoulders, please! No tank tops or spaghetti straps.
- No cleavage. No hint of cleavage. Seriously. I know the trend is shirts/dresses that allow just a little peak. Remember to consider the view from above. What will someone who is taller than you see?
- No bellies or backs. That means no short tops or Bandeau dresses.
- No skirts above the ankle . . . just kidding. How short is too short? What do others see when you bend over or sit down? Choose wisely. I can't imagine anything much above the knee that would be appropriate.
- What about capris or this year's new trend, skimmers? Are they cropped pants? Then, yes. Are they just long shorts? Then, no.

Situational Dressing

Think about what you might be doing that day as you serve. For example, if you are collecting the offering at a busy service and have to step over someone, don't wear a skirt. If you are serving at a door standing in the sun, don't wear a sheer skirt. Consider if you will be carrying a radio. If so, should you wear a belt?

Finally, be aware that in the rare situation where you are dressed inappropriately, we will ask you not to serve just for that day. If you ever have doubts, just ask.

Pre-Service

Arrive in the Host Team room ***one hour and ten minutes*** before the service starts. Please park on level 1 of Tower Place. Arriving early allows you time to socialize, as well as to go over any procedure changes or new event details for that day's worship service.

During the Service

- Timing - Take your position no later than ***40 minutes*** before the next service.
- Professionalism – Please, no text messaging, talking on cell phones, chewing gum, or handling food, coffee, or soft drinks while you are serving.
- Greeting without bulletins – Be in a position where you can look attendees in the eye and greet them warmly. Be personal:
 - “Welcome to Buckhead Church.”
 - “Beautiful day, isn't it?”
 - “Thanks for coming.”
 - “Good to see you.”
- Greeting with bulletins - Be aware of the tech sheet for that Sunday so that you close doors on cue. Close inside doors at the top of the hour and close outside doors when the music starts. You may have items other than bulletins to pass out, you will be notified by your captain when that applies.
- Ushers – Please be assertive as you usher in the beginning of the service. We call this ACTIVE AISLE MANAGEMENT (AAM). This will cause you to be familiar with your section as the auditorium fills up. Stop seating when the message begins. If there are baptisms, hold all doors and stop seating until the baptisms are over. When needed, feel free to escort guests to their destinations. Collect the offering on cue from tech sheet and count the money in the count room. Three people from the offering team (including the Usher Captain) will be involved in the counting. Please see the included Ropes Guideline for instructions on how to manage the ropes.
- Information- Engage in conversations with guests, equip them with any information they may need, and escort them where they need to go. Check for low quantities of supplies or dated materials and e-mail the Host Director for changes. Use your radio to find additional information from your captain or staff.

Post Service

Ten minutes before the service ends, Host Team members are to resume their positions for 30 minutes, or until you are relieved by the team after you.

Other Helpful Hints

Notify greeter team members of the offering cue if they are helping with the offering.

Keep the bulletin totes filled.

Encourage your team members to sit in the Host room during the service. If they choose to sit in the halls, please encourage them to refrain from having conversations during the service.