



Browns Bridge Community Church
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Guest Services Vision and Mission

Our mission is to lead people into a growing relationship with Jesus Christ by welcoming, informing and serving our guests.

Welcome to the Guest Services Team!

We are so grateful that you have chosen to partner with us as we serve those who attend our church. As a Guest Services volunteer, you have the incredible opportunity to welcome people each and every week. Think of your role as being the “host” in your home, and theirs as being the guest.

This handbook is designed as a resource to help you in your volunteer role. Within its pages you'll find information that is generic to all Guest Services volunteers (Parking Team, Host Team, and Information Team), and brief summaries of each team within Guest Services. We hope the information will be helpful.

We realize that this handbook will likely generate questions about specific areas. In that case, please check with your Captain or one of our staff members. In addition, every Sunday that you serve, you'll receive updated information from your team Captain that is specific to that week.

While our desire is to provide you with an understanding of the mechanics of Guest Services, please keep in mind that the way you welcome, inform, serve or otherwise assist guests, will stay with them much longer than any “functional” assistance you provide. Guests are more important than the systems.

Guest Services Guidelines and Procedures

A Member of Guest Services...

- Is a regular attendee at Browns Bridge Community Church.
- Participates in Guest Services training.
- Is a pleasant, friendly person.
- Has a serving spirit and enjoys helping others.
- Is a team player.
- Understands that strategic service involves a commitment of time.
- Supports BBCC Guest Services guidelines and procedures.
- Tells others about their volunteer experience and invites others to join the Guest Services team.
- Is sensitive to how others experience our church. In other words, he/she tries to experience BBCC through the eyes of our guests.
- Is willing to adjust their schedule to make sure they are available on the days their team is scheduled to serve.
- Is willing to take the initiative to find a substitute if unable to serve on scheduled date.
- Is willing to spend time with their team on the Sundays they serve, getting to know them through prayer and friendship.

Important Reminders

- When asked for directions, take the time to take the person where he or she wants to go. This extra effort is a great way to show hospitality. Just make sure someone is covering your area before you leave.
- If someone comes to you with a problem, question, or concern, either help them or find someone who can help them.
- Be aware that overly loud talking in the Guest Services room can be heard in the auditorium during services.
- Please be on time.
- SMILE!

Sunday Schedule

While each team has a specific time to be at its post, all Guest Services volunteers should arrive at the Guest Services room 1 hour before the worship service on their designated service day. During the minutes before reporting to your post, have refreshments and spend time with your fellow volunteers. Share prayer requests, praises, and pray as a group. Why is this important? It helps create community by building relationships with fellow team members. It also prepares our hearts to go and serve others. Volunteers will serve for approximately 2.5 hours each time your team serves. Details of this time will vary for each team.

Guest Services Emergency Procedures

From time to time, situations arise that are true emergencies. They demand your attention and affect the safety of one or more of our guests. It is during these times, and these times only, that the word “emergency” should be used to communicate the situation. Please never use the word “emergency” unless it truly describes the situation. Some of these situations include:

MEDICAL EMERGENCY

If the situation obviously deserves a call to 911, call 911 immediately (our address is 3860 Browns Bridge Road)

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide the location of the situation and a description of the situation
- The Guest Services Team will contact someone from our medical call list
- A staff member and medical professional will come take over the situation
- * Two wheelchairs are available on Sunday mornings
- * Our AED (Emergency Defibrillator) is located at the Information Area

SUSPICIOUS PERSON

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide the location of the person, the description of the person, and their suspicious behavior
- Keep an eye on the person until someone arrives
- Do not confront the person

MISSING CHILD

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide any important details (i.e. your location, description of child, etc.)
- Your Captain and the Guest Services Team will provide further instructions

FIRE

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Pull the nearest fire alarm
- Contact your Captain and the Guest Services Team on radio channel 1 to report the location of the fire
- Assist all guests in following our evacuation plan
- Be prepared to report the status of evacuation on radio channel 1



Host Team

Host Team Members welcome all guests that enter the church. In addition to greeting people, Host Team members answer questions and help guests find their way around the campus. Friendliness and an attitude of service are key attributes of someone in this position. Kind Hosts help create a welcoming environment.

Dress Code

Browns Bridge provides each member of the Host Team with a T-Shirt that should be worn any time you are serving. Semi-casual pants or jeans are appropriate; however, shorts and flip-flops are not. For ladies, please be aware that short skirts, tight, or sheer clothing can be a distraction and should not be worn.

Pre-Service

When you arrive at the Guest Services room, get your nametag and check the Host Team board to ensure that you have been assigned one pre/post-service position (greeter or usher) and one offering position. The Captain or other designated person will be there to help with sign-up. If inserts accompany bulletins, you should help with stuffing the inserts into the bulletins. Many times the inserts are not stuffed, but handed out after the service is dismissed, so you will need to check with your Captain. The Host Team must be in position 30 minutes before the worship service begins, ready and excited to welcome our guests! You never know what burdens the people you greet are carrying, and God could use you to make an eternal difference in their lives. SMILE and look people in the eyes as you greet them! Please refrain from eating, drinking, or chewing gum while at your post. Because we want to focus on others instead of ourselves, please limit your personal conversations with friends and co-hosts by saying something like, "I'm volunteering now; I'll talk to you later."

The greeters for the first service should kindly inform early arrivers that rehearsal is still occurring. An appropriate way to approach this would be to say, "I'm sorry, the Production Team is still rehearsing. They will be finished in a few minutes and then we'll open the doors." There is NO set time when rehearsal is finished. Sometimes the musicians stop playing and discuss the next song, so please wait until the Director of Guest Services or your Captain calls the auditorium "open" before opening the auditorium to guests.

OFFERING- PRIOR TO SERVICE

If you have signed up to collect the offering, please double-check both the location of your section and the person helping you collect the offering. Buckets should be pre-positioned under the front right chair of each section (front row).

For the front of the middle section, count out enough offering buckets for the number of FULL rows back to the last full row across (which is just in front of the soundboard) and place those buckets at the right end of the first row at the front of the auditorium. Count off the number of FULL rows behind the soundboard and place those buckets at the right end of the first short row to the RIGHT (facing the stage) of the soundboard. Place THREE buckets at the right end of the first short row to the left of the soundboard (facing the stage) for those three shorter rows on the left side of the soundboard.

Check to make sure you have enough buckets, and if you don't, please ask your Captain where to obtain extra buckets.

USHERING- PRIOR TO SERVICE

Your main purpose is to personally help guests find available seats. An inconspicuous scouting of empty chairs is the best way to do this. Quietly and politely asking guests if seats next to them are available allows you to put together a mental inventory of available seats. You may also ask guests to move to the center of the row in order to make seats available for first time guests. Once you've located seats, discreetly escort guests to them.

During Service

USHERING

When the worship set ends, please stop your ushering duties before baptism, the offertory prayer, or the sermon begins. Please leave the side doors open during baptism to allow people to walk in on their own, but please do not actively seat people during this time. We don't actively seat latecomers during baptism, prayer, or the sermon, as we don't want to cause a distraction.

GREETING- INTERIOR DOORS

Front Doors:

Front auditorium doors should be zig-zagged on the first element of the service. This may be a welcome, opener, or worship. Always refer to the weekly service order provided by the Service Programming Division for clarity. Front auditorium doors are closed at the beginning of the second element of the service and signs are placed in front of the doors asking guests to use the side entrances. Vestibule lights are also turned off at this time. A Host Team member should remain at the front doors and kindly ask that guests use the side doors at this point in worship. As a safety measure please do not use anything to completely block the auditorium or building doors.

Side Doors:

Side doors to the auditorium should be zig-zagged on the first element of the service. This may be a welcome, opener, or worship. Always refer to the weekly service order provided by the Service Programming Division for clarity. Please continue standing at your door (outside of the auditorium) greeting late arrivers for about 20 minutes after the service begins. Side doors may be left zig-zagged throughout the service.

Baby Cards:

In order to inform our guests with small children of Waumba Land, and encourage them to utilize this amazing environment designed for babies and preschoolers, please be assertive in handing out "Baby Cards" to guests (who have small children with them) as they enter the

auditorium.

CURTAINS

Heavy curtains are installed on each sidewall near the back of the auditorium to help filter light and sound. These curtains are to be pulled out to their full length before baptism begins. If no baptisms are scheduled for that service, pull the curtains out during the last worship song.

OFFERING COLLECTION

Typically an offertory prayer is given. During the prayer, quietly move to your position. At the conclusion of the prayer start passing the buckets to collect offering (right side of chairs to left end of row). Please be observant and allow all those who want to give an offering the opportunity to contribute, including those who are standing or sitting around the inside perimeter of the auditorium.

HANDING OUT THE BUCKETS

The Host Team member goes to the front row and passes out the buckets for the full rows back to the soundboard area, then picks up the buckets at the end of the first short row to the right of the soundboard, removes the top bucket and while holding the bucket (not passing it) offers it to the guests in the two short rows for their offering and then begins passing the buckets at the first full row behind the soundboard area. (We do not ask 'guests' to walk buckets in front of the soundboard or to carry buckets anywhere).

Another Host Team Member walks behind the soundboard area and gets into position (at the same time the others are moving into position to pass the buckets) to pass the three buckets for the rows to the left of the soundboard. These buckets are then picked up by the person who is picking up for the middle section.

The key that makes this process simple and seamless as far as the guests are concerned is holding the buckets for the two short rows instead of passing them.

Once all offering is collected, bring the offering buckets to the back left corner of the auditorium (Count Room). Host Team members in the balcony should bring the offering buckets down the side stairs in the hallway. Your Captain or Co-Captain will collect the buckets. For safety & security reasons, when handling the offering, please make sure you are always with at least one other Host Team member (including offering that is picked up from the Information Center). No one should ever leave the building with offering buckets.

FLOATERS

A few Host Team members should remain outside of the auditorium/floating around the church building to assist guests. Examples might include: a guest leaving the service in search of speaking or praying with someone (Hope Mentor) and are unaware how to get in contact with a Hope Mentor. A floating Host Team member would be able to assist this guest. Another example might be someone needing wheelchair assistance, or looking for a particular environment such as the restroom.

Post Service

GREETING- POST SERVICE

Just before the service ends, please return to your post/position. While we don't stop guests from leaving early, we also don't encourage them to leave by opening the doors for them since the service hasn't ended. After the last song or prayer, you may open the doors. Don't forget to "greet" our guests as they leave... "Thanks for coming;" "Have a great week;" etc. The friendliness you show when they're leaving is just as important as your first greeting. Please remain at your doors until approximately 20 minutes after the service has ended. The team serving at the last service should remain until approximately 80% of attendees have exited the auditorium.

CLEAN UP

Please help to pick up trash/bulletins in the auditorium to prepare for our next worship service. Used bulletins should be brought to the Guest Services room. If you find lost items, please take them to the Information Center. After cleaning up, you may consider your service time completed.



Information Center Team

Information Center Hosts welcome guests, answer questions about our church, and help guests find their way around our campus. Friendliness, knowledge, and an attitude of service are key attributes of someone in this position. We ask that you serve every other week to keep current with our information. It is important that all hosts use the materials available to them to learn about our ministries and activities. Knowledgeable Information Center Hosts help create a welcoming and efficient environment.

WHEN YOU SERVE:

- 1) Please be at your post 35 minutes before the service starts, and stay until 30 minutes after the end of the service.
- 2) Read the UpDate that is sent to you each week via email and look it over again on Sunday. The UpDate provides you a quick reference of the latest information for that Sunday and the coming week.
- 3) While it is acceptable for some of the volunteers to go into the service after it begins, there should always be at least 2 volunteers at the Information Center during the service in case of emergencies or need. If you attend service, please make sure to return to the Info. Center before the service ends.
- 4) Please face forward toward our guests and be aware of someone approaching. If it is urgent that you talk to a fellow volunteer for an extended period of time, take him/her to the side of the counter. Avoid sitting on the counter when attendees are around (exception is during the sermon when there's a little "down time"). To eliminate congestion, it is best to have only Information Center volunteers behind the counter. Please do not babysit at the Information Center, because this could be a critical time in someone's life and we need your undivided attention to our guests.
- 5) Please refrain from eating or drinking before & after the worship services when the foyer area is well populated. It is acceptable for volunteers remaining at the Information Center during the worship service to discreetly eat or drink. We prefer that the snacks and drinks remain out of sight of guests who might walk by.
- 6) Be aware of depleting supplies, restocking them as needed. Also straighten the counter as needed and keep it from becoming too cluttered.

- 7) Always escort a guest to the location they need to get to unless it's not possible for you to leave the Information Center. If you can't personally escort them, make sure they have a clear understanding of the directions you give.
- 8) Semi-casual clothing is appropriate attire on days when you serve. Jeans are appropriate; however shorts and flip-flops are not. For ladies, please be aware that short skirts, low necklines, tight or sheer clothing can be a distraction and should not be worn.
- 9) "MEDICAL" On-Call List---When a medically trained professional checks in at the Info. Center before a service, give them a pager & write the pager number next to their name on the Medical On Call List. The pagers only work in the main auditorium (but they do not work on the first few rows in the balcony section). In emergencies, you will be instructed by a member of the Browns Bridge staff to contact someone on the Medical Call List. To do this, press the person's pager number & then hit "Enter". A staff member will meet the medical professional at the Information Center and give them instructions on where to go.
- 10) "CARE" (HOPE Mentor) On-Call List---During each service, one HOPE Mentor is on call to assist a guest who needs to talk to someone or needs someone to pray with them. Pager #10 has been assigned to give to the Hope Mentor on call during any service. When you need the Hope Mentor, press 10 & hit "Enter". Wait with the guest until the Hope Mentor arrives.

MISCELLANEOUS INFORMATION:

- 1) The black notebook on the Information Desk countertop contains the staff phone numbers, as well as other additional information about specific events. **Cell phone numbers are for Sunday morning emergencies only and they are never to be given out.**
- 2) Wheelchair and band-aids are available, but we do not give out medications.
- 3) We do not announce car problems or put attendees names on screen for any reason.
- 4) Lost and Found is in a closet to the right of the elevator. Information Center volunteers should escort guests to the Lost and Found closet. The room remains locked and a key is available at the Information Center in the black book. Found items are brought to the Information Center on Sunday and kept there for a few weeks. They are then taken to the Lost and Found closet. Items not claimed within a couple of months are donated to a charity and/or disposed of.

Our Information Center Hosts serve as ambassadors for our church. Always project a positive attitude about the church and its programs. Always answer positively such as, "We have small groups," rather than, "we don't have adult Sunday School". By being familiar with the general history and the ministries of the church, you will be able to represent our church well.



"The sermon begins in the parking lot."- Andy Stanley

Parking Team

Parking Team Members are literally the first connection that guests have with Browns Bridge Community Church on a Sunday morning. In addition to helping people park their vehicle, Parking Team members also greet guests and help them find their way around the campus. Friendliness and an attitude of service are key attributes of someone in this position. Kind Parking Team members help create a welcoming environment.

DRESS CODE

As a Parking Team member, please remember to wear "weather appropriate" clothing and bring your yellow cap. Safety vests, gloves, radios, and rain gear are available in the Guest Services closet.

PRE-SERVICE

The worship experience literally begins with the Parking Team. When you arrive, please grab a drink and a snack in the Guest Services room. You will fellowship with other Guest Services members, pray together, get your nametag, vest, gloves and sign up for a position. The Captain or other designated person will be there to help with sign-up. Then you will head out to warmly greet our guests in the parking lot! Parking Team members should be in position 30 minutes before the worship service begins, ready and excited to welcome our guests! You never know what burdens the people you greet are carrying, and God could use you to make an eternal difference in their lives. SMILE and look people in the eyes as you greet them! Make the extra effort to offer help when needed. Our goal is to be professional and have fun as we direct inbound and outbound guests. Lastly, the cones, signs, and other traffic devices have specific placements in the parking lots so that we can better serve our guests. We ask that they not be moved from these designated spots unless the captain gives the OK. This helps us provide consistency in the traffic flow so that on each Sunday guests can anticipate how they will be routed onto and off of our property.

DURING SERVICE

FLOATERS

A few Parking Team members should remain outside of the auditorium/floating around the parking lot to assist guests. An example might be someone needing wheelchair assistance, or looking for a particular environment.

POST SERVICE

Parking Hosts should return to their lots and be in position just prior to the end of each service. Your smile, courteous direction, and helpful demeanor will send our guests home with a good impression. Once the next Parking Team has relieved you, please return your radios (turned off and placed in the charger), vests, gloves, etc. to the supply closet. If you are on the last rotation of the day, please help your Captain remove all signs, cones and traffic devices to be stored on the back of the parking team trailer. Please help extend the life of our signs by handling and stacking them carefully in the trailer behind the golf cart.

All Guest Services Team Members

Thank you for serving with us.
Our prayer is that you will be blessed
as you bless others with your hospitality.

If you have additional questions that
weren't covered, please contact your Team
Captain or the Guest Services Staff.

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