



NORTH POINT GUEST SERVICES

VOLUNTEER GUIDE

Culture isn't established overnight. It is developed one interaction at a time and is a series of consistent experiences with one another. Our culture in Guest Services is dependent on individuals like you who are willing to create the best guest experience possible.

Our goal is to create a church unchurched people love to attend. And in Guest Services, our teams are the first to engage our guests and are the last impression as they leave. Guests will care more about the way we made them feel than any information they may receive. It is the guest experience that is the differentiator.

THE FIRST 10 MINUTES

Every Sunday is someone's first Sunday at our church! It may seem obvious, but it's very easy to forget. According to studies, most first-time guests will make their decision about whether or not to return within the **first ten minutes** of their visit. This means, whether they realize it or not, most people have made up their minds before the band has played a note or the preacher has spoken a word.

We like to believe that we make most of our decisions based on logic and careful reasoning, but the truth is, many of our decisions are based on how an experience makes us feel. This is why having a team dedicated exclusively to our guest experience is mission-critical.

So, whether they've been here once or one thousand times, we want to make sure **every guest** has an exceptional experience.

CHURCH MISSION

Our church's mission is to inspire people to **follow** Jesus by engaging in the life and mission of North Point Community Church

CHURCH VISION

Our vision is to create churches **unchurched** people love to attend

GUEST SERVICES MISSION

To make it **easy** to **experience** and **engage** in the life of our church

GUEST SERVICES VISION

Create an experience for guests and volunteers where everyone feels welcomed and known.

ROLE OF THE GUEST SERVICES VOLUNTEER

The role of volunteer is to be a **welcoming** presence as our guests enter our doors so that everyone leaves with an exceptional experience.

OUR CORE VALUES ARE TO:

- **Prioritize Guests:** In every situation, we do our best to extend empathy, listen, and respond appropriately. This also requires flexibility and attentiveness in our serving roles.
- **Anticipate Needs:** Our ultimate goal is to make each guest we interact with say “wow.” when we go above and beyond to make them feel comfortable. We want to be the ultimate host, going above and beyond to deliver the extraordinary.
- **Remove Obstacles:** We like to say that our volunteers are the thermostats for the room. Because while a thermometer takes the temperature, it’s the thermostat that sets the temperature. You and your team will set the temperature and energy for the space around you.

BECOMING A VOLUNTEER

A candidate interested in serving will follow these steps:

1. Complete the online Interest form
2. Staff member will reach out to have a conversation on your interests.
3. Confirm interest by deciding on the team you would like to join based on your conversation with our staff.



FINDING YOUR PLACE

We have four different teams each with unique roles and responsibilities. Some roles are very relational, some are more efficiency-driven, and still others are more task-driven.

Each team is led by a seasoned Team Leader, who is responsible for communication, assignments, and ensuring each volunteer has a great experience.

Regardless of your personality or preferences, we believe there is a role you will love.

1

LOBBY TEAM

Welcome every guest entering the lobby of the church and guide them through their North Point experience.

RESPONSIBILITIES

- Provide an inviting presence, setting the tone for a memorable experience.
- Provide informed assistance in a personalized way.
- Provide guidance and assistance to new guests by identifying new guests, walking them to Family Ministry environments, introducing them to the Studio, guiding them to an usher in the Auditorium
- Provide a guided experience by asking questions about them and their churches, listening to their thoughts and observations

2

GREETER TEAM

Provide a positive interaction with every guest and offer assistance as needed throughout our halls, auditorium doors, and entrances.

RESPONSIBILITIES

- Provide an inviting presence, setting the tone for a memorable experience throughout the service time.
- Ensure the Auditorium doors open and close quietly during service, to avoid distractions.
- Ensure safety and cleanliness in the hallways.
- Be available to assist with handouts, managing photo booth experiences for guests, assisting with collections or Communion passing in the Auditorium as needed.

3

USHER TEAM

Proactively seat guests and sensitively remove distractions from the Auditorium.

RESPONSIBILITIES

- Provide an inviting presence, setting the tone for a memorable experience.
- Collaborate to strategically seat guests throughout the Auditorium.
- Ensure the Auditorium remains clean, safe, and distraction-free.
- Assist with special assignments and tasks as needed.
- Help remove distractions, by paying attention throughout service and having tough conversations as needed.

4

PARKING TEAM

Make a positive impression while safely guiding guests between the parking lot and the building.

RESPONSIBILITIES

- Monitor all parking and exterior areas to ensure the safety and security of our guests by managing traffic flow at crosswalks, scanning exterior areas for suspicious activity, alerting appropriate personnel in emergency situations
- Provide an engaging presence to set the tone for a memorable North Point experience by smiling, waving, offering high-fives to kids at crosswalks, etc . .
- Direct incoming and outgoing traffic throughout the parking areas



TIME COMMITMENT

Teams serve on a **three-week** rotation schedule.

You will arrive to the Guest Experience Room 45 minutes before your designated service time. This will allow you time to eat breakfast, connect with your team relationally, receive your assigned position, pick up your nametag and attend the pre-service meeting.

You will be asked to be in position 30 minutes prior to and after the service ends.

If you are unable to serve, communicate with your Team Leader in advance to ensure our teams are best prepared to serve our guests.

REFRESHMENTS

Breakfast foods, snacks, coffee, and other drinks are provided each week in the Guest Experience Volunteer Room. Please refrain from eating, drinking, or chewing gum while serving.

DRESS CODE

We want guests to be able to easily identify someone who can help them. Therefore, maintaining a consistent and obvious uniform is a critical part of our strategy.

1. Volunteer Shirt - Your volunteer shirt should be the outermost layer of your attire, unless you are serving outdoors.
2. Pants or skirts should be knee-length or longer. Exception: Parking Team volunteers may wear shorts.
3. Close-toed shoes or sandals



SAFETY

Every Sunday, North Point has police officers and EMTs on-site to take the lead on safety- and security-related issues.

Our role is to be the eyes and ears all over the facility. Once you join a team, we will discuss the appropriate responses for different safety issues. We will provide an Emergency response card, also, which details these responses and is posted in several key areas around the facility.

OUR VOLUNTEERS REALLY
DO MAKE A DIFFERENCE!

THANK YOU FOR JOINING
US IN OUR MISSION.





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