Greeter
Front Lines

Purpose

When a visitor or member enters the doors of the church, a greeter is waiting to provide a warm and genuine word of welcome. Greeters serve on the frontlines of the church’s hospitality ministry and provide a positive first impression for guests and a “glad to see you again” feeling for regular attendees of the church. Greeters have a key role in setting the tone for the experience many people have at the church. When newcomers enter the church doors and only see a crowd, greeters can make the church feel warm and personal.

Responsible to

Greeter Coordinator (Brian Anaou)

Description of duties

- Welcome visitors to the church with a smile, warm handshake, and pleasant greeting.
- Be prepared to serve: arrive 20 to 30 minutes before the service and attend the pre-service volunteer meeting.
- Help visitors find nurseries, Children’s Areas, restrooms, coffee and other refreshments, location of worship services, etc.
- Introduce visitors to others in the church family to make them feel welcome.
- Take an interest in church guests; quickly try to “read” them and make them feel comfortable with how forward you are in conversation.
- Distribute appropriate materials; be prepared to hand out maps of the church facility/campus, bulletins, visitor’s packets, etc.
- Direct guests to the church welcome center, particularly for materials they request that greeters don’t have in hand.
- Discern if visitors have deeper needs and direct them to pastoral staff or volunteer counselors who can assist them.
- Invite guests to provide contact information so the church staff can follow up on their visit; don’t force anyone to provide information if they’re not comfortable doing so.
- Greet members and regular attendees to make them feel welcome to church each week.
- As you chat with members, try to hone in on their interests and needs as well.
- Help all who enter the church’s doors in any way you possibly can.
- Commit to being on time and focused on the tasks at hand.
- Display an attitude of excellence in every aspect of setup, worship time and breakdown.
- A commitment to the ministry, mission, and vision of the church.
- Participate in opportunities for spiritual and relational growth with other individuals who serve in the greeter ministry.
- Tithe: Malachi 3:10 – “Bring the whole tithe into the storehouse, that there may be food in my house. Test me in this,” says the LORD Almighty, “and see if I will not throw open the floodgates of heaven and pour out so much blessing that there will not be room enough to store it.”
- Perform any other duties, as required by the Lead Pastor, in support of the mission and vision of Crosspoint Church.
Sunday 9:00 am—Pre Service
Attend pre service volunteer meeting.

Sunday 9:20 am—Guests Arrive
The Greeters for the day should be in place and ready for the guests to arrive.

Sunday 9:57 am—Service Starts
The Greeters should stay in place until 10:10 am for guests that arrive late.

Sunday — Breakdown
The Greeters should be back in place to say goodbye.

Time requirements
Approximately 1 hour for Saturday setup and approximately 3 hours on Sunday including breakdown.

Term
Greeter team members typically serve in ongoing ministry, but may choose to commit one year at a time and renew that commitment each year.

Training and resources
For this position you must have completed the Volunteer Training Class.

Qualifications, skills, and gifts
- People-oriented and friendly.
- Outgoing and personable.
- Auditorium Entrance: Pleasant while explaining the “No food or Drink” policy.
- Cheerful and warm; easy to approach.
- Eager to welcome people to services.
- Knowledgeable of locations of various ministries and programs within the church.
- Able to provide knowledge yet focus more on communicating friendliness and relationship above all else.
- Gifts of hospitality, encouragement, helps, and mercy.

Benefits to the Worker
Knowing that you’ve served on the frontlines of welcoming newcomers and regular attendees to the church; using your gifts to serve God and others. Serving as a greeter is an excellent way to meet new friends and to set the tone for their worship experience.