first impressions team
volunteer handbook and information packet
**First Impression Team: Vision and Mission**

Our mission and process is to Know, Live and Share Christ Together. We want to accomplish this by welcoming, informing and serving our guests.

**Welcome to the First Impressions Team!**

We are so grateful you have chosen to partner with us as we serve those who attend our church. As a First Impressions Volunteer, you have the incredible opportunity to make people feel welcome 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 to be a resource to help you in this important volunteer role. This is a brand new ministry here at Westminster and if you have any questions that aren’t answered in this handout please feel free to contact our coordinator.

There will be additions made to this team later down the road, so we will focus on the two teams that will be forming initially.

**Host Team** - Greet guests, hand out bulletins, provide connect cards/directions/information as needed.

**Parking Team** - Assist anyone that needs help in the parking lot, provide directions, and welcome guests as they arrive.

We realize that this handbook may create additional questions and we will be more than happy to answer those as needed. We will also be forming team Captains for each area and they will provide information specific to that Sunday as needed.

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

A Member of First Impressions.....
• A regular attender of Westminster Church.
• Has a pleasant, friendly personality.
• Has a serving spirit and enjoys helping others.
• Is a team player
• Understands that being a volunteer requires a commitment of time.
• Supports WPC volunteer guidelines.
• Tells others about their volunteer experiences and invites others to join the team.
• Is sensitive to how others experience our church and tries to look through their eyes.
• Is willing to adjust their schedule to make sure they are available on the days needed.
• Is willing to spend time with others on the volunteer team, 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. Please 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.
• Please be on time.
• Smile : )

Sunday Schedule
We ask that all First Impression team members arrive at the church conference room an hour before the service. During the minutes before reporting to your post, spend time with fellow volunteers and grab a cup of coffee. Spend a brief time sharing prayer requests, praises and pray as a group. This is important because it creates a strong sense of community by building relationships with fellow volunteers. It also prepares our hearts to go and serve others.
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 WPC. Friendliness and an attitude of service are key attributes of someone in this position. A Kind Host helps create a welcoming environment.

DRESS CODE
Semi-casual pants or jeans are appropriate. 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 get your name tag and check the Host Team Board to ensure that you have been assigned one pre/post service position. The team Captain or other designated person will be there to help with sign-ups. The Host Team should be stationed 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 this lives. Smile and look people in the eye 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, try to limit personal conversations with friends and co-hosts until after the service.

DURING THE SERVICE
A couple Host Team members should remain outside the auditorium / walking around the church building to assist guests. Examples would be someone with wheelchair assistance or someone looking for the restroom.

POST-SERVICE
Just before the service ends, return to your post/position. (preferably during the prayer at the end of the message.) After the service is over, open the doors and "greet" guests as they leave..."Thanks for coming", "Have a great week"..etc. Please remain at your post until approximately 80% of the guests have exited the auditorium. If you need to leave early please contact your team Captain.
Parking Team members are literally the first connection that guests have with Westminster Church on a Sunday Morning. Parking Team members help greet our guests and help them find the correct way into the building.

**DRESS CODE**
As a parking team member, please remember to wear “weather appropriate” clothing. Safety vests and rain gear will be made available for your use.

**PRE-SERVICE**
When you arrive get your name tag and grab a cup of coffee. The Parking team should be stationed 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 this lives. Smile and look people in the eye as you greet them! Make the extra effort to offer help when needed.

**POST-SERVICE**
Just before the service ends, return to your post/position. (preferably during the prayer at the end of the message.) After the service is over offer any help needed to leaving guests, this will send our guests home with a good impression of their time spent with us.

“The sermon starts in the parking lot” - Andy Stanley
Thank You for your interest in First Impressions and we look forward to serving with you in the future.

Our prayer is that you will be blessed as you bless others with your hospitality.

If you have any additional questions that were not covered in this Handbook, please contact the First Impressions Coordinator.

Jonathan Beach
First Impressions Coordinator
jbeach@wpcvaldosta.org
First Impressions
Sign-Up Form

If the First Impressions team sounds like something you would be interested in joining please fill out the form below and return it to the box on the resource table.

We look forward to serving with you!

name

________________________________________________________________________

address

________________________________________________________________________

city___________________________ zip ________________________________

phone number

________________________________________________________________________

email address

________________________________________________________________________

Please check the box of the area you would like to sign-up for.

☐ Host Team

☐ Parking Team

________________________________________________________________________

Are you interested in being a Team Captain?

☐ Yes

☐ No