



Host Playbook

Host exists to find individuals and families a seat in the Main Auditorium while also creating a welcoming and distraction free environment where people encounter a friendly face, clear direction, and a helping hand.



Team Roles

Team roles are to clearly delineate responsibilities for each team member, ensuring that the mission of the team is executed with excellence every Sunday.

Greeter

- Greeters are at the forefront of the Host's responsibilities, stationed at the main auditorium doors. At the instruction of the service lead, they are expected to open the foyer doors going into the main auditorium, 15 minutes prior to the start of service.
- To be intentional about properly managing seating flow, one entrance may be closed to allow the other side of the auditorium to fill. As a greeter when your side is closed, kindly direct people to the other entrance. Always treat people as if it was their first time to church!

Receiver

- Receivers are the ones who people will see as soon as they walk in. Your zone is in between the main aud doors and the end of the riser wall.
- Your primary role is to greet individuals then determine how many seats are needed and direct/pass them off to the seaters.
- Receivers should also be mindful of families and those with handicaps and direct those groups to the designated seating areas.
- Receivers should never turn their back to the main auditorium doors, we should also be attentive to every individual walking in the room.

Seater

- Seaters are responsible for seating families who are being sent down the aisle by the receiver looking for a seat.
- The Seaters zone is from the stage all the way to the end of their aisle, moving up as needed to fill the auditorium from front to back.
- Seaters are responsible to make sure each row is filled from the inside out (i.e. asking people to move in/down to make room for others who will be coming into the row).
- Seaters will be in direct contact with the Receivers to...
 - 1.) Find out how many seats are needed and look for a place for those families to sit.
 - 2.) Making sure families are making their way to the center of the rows
 - 3.) Communicate with Receivers if and when sides are filled up and closed.



Policy and Procedure

Policy and Procedure exists to help us quickly communicate and remember key functions and expectations of our roles. Ideally, team members can use these short phrases to trigger an action that helps refocus each other to the task at hand.

FRONT TO BACK

- Always seat those entering from Front to Back, using discernment of who is being seated in the very front row. Small children should not be seated in the front row.

OPTIMIZE THE SEATING

- Encourage those being seated to move to the middle of the row to easily seat those coming in after. Be aware and courteous to those with disabilities and or elderly individuals that may find it difficult to move to the middle of the row.

FOR THE FAMILY

- Be sure to reserve Family Seating for Families. This is not only a great way to care for families and meet them in their season of life, but it also allows the families an easy way of egress should they need to exit service. It also allows the team easier access should a conversation need to be had.

HOW MANY YOU GOT?

- Before encountering groups entering, know how many seats you have in your section and where. That way you can quickly seat those entering without having to search for seats with them in tail.

OPEN THAT ROW

- Seaters be in control and be prudent in opening new rows, if the opposite aisle opens a row be sure to imitate that action on your side.

MAKE IT NICE

- Preparing the Main Aud before service. Straighten rows, make sure the envelopes are placed neatly with pens or the proper print material on each seat. Seats should be saved for handicap, CK, family, and Operations. Close off necessary rows to assist with OPTIMIZING THE SEATING.

A SEAT FOR EVERYONE

- Everyone in the Main Auditorium should be seated during service. Should someone not be able to sit for the service they can utilize our alternative viewing spaces: i.e. the Aux or Next Steps.



Policy and Procedure Cont.

ON THE LOOKOUT

- Designated Host Team Members should be seated in the high top stools placed around the Main Auditorium. This allows the team to be easily identified should they be needed, allows the team to be available to open the doors for those exiting the Main Aud, find seats for those coming in late, and from here you can easily see and respond to distractions.

DISTRACTION : FUSSY BABY

- The most common distractions encountered is a fussy infant or child. Here is how that should be addressed. Quietly walk over to the individual (with a smile) and greet them. It is imperative that this is done quietly and with little to no distraction at all. Introduce yourself and say *“Hey I’m __, did you know we have dedicated spaces where you can care for your child and still watch service, I’d be more than happy to show you where they are.”* If it is well received then you can proceed to show them the aux or nursing mothers room depending on what is most appropriate. If it is an aggravated and defiant response, continue to share the heart behind it. *“We have a desire to create a distraction free environment during worship & the preaching of God’s word. I can assure you, you will enjoy the spaces we’ve designed for families.”* If it is still not well received, inform a TN Staff Member. We do not force anyone out of the main auditorium.

DISTRACTION : OUTBURST

- In the event of an outburst, you must use discernment to determine the intention of the distraction. Determining the intention of the outburst will dictate how we are to respond to the outburst. A safe and reliable response would be the following *“We have a desire to create a distraction free environment during worship & the preaching of God’s word. Your response to the environment is distracting to those around you”*. In rare occasions immediate removal from the space may be needed without a conversation in which case one team member should make their way to a conversation while another seeks a TN Staff Member.



Policy and Procedure Cont.

Guest Experience General

SMILE!

- Remember whose house we're serving in, it's not our house but God's!

CHECK YOUR NECK

- We want team to be easily identifiable. All team members should have the proper colored lanyard on while serving so that our guests can easily identify you as someone who can help them with whatever they need assistance with.

PARKING

- We ask that all team members who are serving to park in the designated team parking areas. Leaving the priority spots open to those attending service.

TEAM HQ

- Any and all personal belongings should be stored in the Team HQ while you are serving. This eliminates clutter and unwanted visual distractions from the areas in which we serve.

SAVED SEATS

- We ask that no team members save seats prior to the main auditorium doors opening. As a practice we only seat people who are physically present, and ready to occupy the seats.
- This ensures that the host team can seat people faster and more efficiently

SEE SOMETHING, SAY SOMETHING

- Should you see a suspicious person or someone in need of medical attention you should alert an Operations team member immediately.



Team Structure

Team structure is to clearly delineate responsibilities and roles from each team member. Ensuring that the team has a clear vision, and that there is a joyful experience for guests coming through our doors.

Team Lead

- Responsible for the execution and excellence of the Host team. Ensuring smooth transitions between services, making sure the team is in position before the doors open. As well as encouraging and connecting with service leads on a Sunday and throughout the week. They are also responsible for scheduling.

Service Lead

- Responsible for the execution and excellence of the service they are leading. This includes: communication with your team, prepping them in their assigned areas, leading the “main aud” reset for the next service, dismissal, training new team members, etc.

Team Members

- Responsible for serving our guests with the joy of the Lord and arriving on time to their scheduled position (45 mins before service begins). Functioning in one of the Team Roles on a Sunday. Scheduled roles can vary based on experience, onboarding, and greatest opportunity.

HAVE A QUESTION OR NEED HELP?

Contact your Team lead for more clarity!