



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.

Auditorium Receiver

- The Auditorium Receiver is who people will see as soon as they walk into the auditorium. Their primary function is to assist with queueing the guests for the seaters. Your zone is in between the main aud doors and the start of each aisle. We always want to greet people with a smile and welcome them into service.
- In addition, we ask the people who are coming in how many seats they need and then inform them on where to go, assuring the “seater” will find them a place to sit. We then signal to the seater how many seats are needed as we pass them off.
- The receiver is also in direct contact with the connections or other host team members at main auditorium doors. We also will guide handicap guests to designated areas for optimal comfortability. Ideally this is where the Service Lead functions as the “General” of the service.

Seater

- Seaters are responsible for seating families who are coming down the aisle 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 well into the row to ensure a nice consistent flow. 3) Communicate with Receivers if and when sides are filled up and closed.



Policy and Procedure

HOST SPECIFIC

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. New guests should be seated towards the center of the room.
- We seat first in the middle section of the Main Aud and only open the sides when necessary for overflow.

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.
- *no strollers or open beverages in the main aud*

FOR THE FAMILY

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

KNOW YOUR SECTIONS

- 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

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

SMILE!

- Remember to greet resistance with a smile, and accommodation without straying from guidelines.



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. Ask them if they can speak with you in the foyer so the conversation is not a distraction to service. It is imperative that this is done quietly and with little to no distraction at all. Once in the foyer you can reintroduce 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 the team lead.

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 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.

EYE IN THE SKY

- Designated Host Team Members should be seated in the high top stools placed around the Main Auditorium. Again this allows team members to be easily identified should they be needed. From here you can easily see and respond to distractions, as well as provide a sense of comfort to the congregation around you. **keep an eye out for sus people**

BUTTS IN SEATS

- Everyone in the Main Auditorium should be seated during service. Due to safety guidelines, there are no exceptions. Should someone not be able to sit for the service they can utilize our alternative viewing spaces, I.E. Aux or Next Steps.

MAKE IT NICE

- Preparing the Main Aud before service. Straighten rows, make sure there’s envelopes with pens or the proper material on each seat. Seats should be saved for handicap, CK, family, and Operations. Close off necessary rows to assist with Flow.



Policy and Procedure Cont.

GUEST EXPERIENCE GENERAL

ARRIVE ON TIME

- Arrive on time. (Unload at 7am, Team Members at 8am)
- If you are going to be late or can not make it, please let your service lead know, and attempt to find a replacement via slack.

CHECK YOUR NECK

- We want the team to be easily identifiable. All team members should have a 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 would park in the last rear lot near the gym entrance. This is to ensure that everyone who is attending service will have a place to park in the parking lots.

TEAM HQ

- Any personal belongings you have with you that you need a place to store while you serve can go in the team HQ.

SAVED SEATS

- We ask that no team members save seats prior to the main auditorium doors opening.
- We ask that team members sit in a service that they are not serving at.
- This ensures that the host team can seat people faster and more efficiently so we can start service on time and smoothly.

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.

STAY UNTIL THE JOB'S DONE

- We function as a team and can get cleaned up and loaded much quicker when the team works together. We understand that things come up, but request that whenever possible, if you are serving, that you stay and help until the trailers are ready to go.



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, 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, 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. Functioning in one of the following Area Specific 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!