



GUEST EXPERIENCE

Onboarding Guide

Guest Experience exists to execute functional tasks. Tasks that create an intentional environment of excellence where people feel welcomed, honored, and loved. While also limiting any distraction or excuse that would prevent individuals from participating in service and hearing the Gospel Message.



Why We Serve

Everything that we do at True North Church is rooted in scripture and stems from our mission statement: *We exist to introduce people to Jesus and disciple them to be fully devoted followers of Him.*

Matthew 25:40

“Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.”

Colossians 3:23

“Whatever you do, work at it with all your heart, as working for the Lord, not for human masters.”

1 Peter 4:10

“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.”

Mark 10:45

“For even the Son of Man did not come to be served, but to serve.”

When We Serve

Serving Schedule

9AM: 8:30 - 10:30

11AM: 10:30 - 12:30

1PM: 12:30- 2:30

6PM: 5:30 - 7:30

**Guest Experience plays a crucial role in not only our Sunday Services, but also in many of our Upcoming Events, that over time each team member will be given the opportunity to be a part of.*



How We Serve

Team Commitment & Expectations

Our desire would be that every team member be able to meet and acknowledge the standard expectations and commitment laid out below. In doing so the team can function in greater strength and unity, as each team member is committing to an equal sacrifice. Not only will the team benefit in unity and strength but team commitment provides alignment with our core value that we are ***saved to serve***, creates a culture of commitment within our teams, and gives clarity to expectations for those serving on a Sunday.

Prerequisites

- Completed Growth Track
- Completed Background Check

Commitment & Expectations

- ***Serve a minimum of two times a month.***
- Be in church regularly, not just when you are scheduled to serve.
- Be Alert, Attentive, and Prepared in every serving opportunity.
- Be teachable, willing, and flexible in all situations.
- Dedicated to building the existing culture and family environment.
- Ask questions!

Scheduling Expectations

- ***Active on Planning Center***
- Arrive on time when scheduled.
- Block out dates on Planning Center at least one month in advance, If block out dates are not submitted we would expect you are willing and able to serve.
- Communicate if you cannot make a scheduled serving opportunity or if you're running late.
- Respond to schedule requests within 48 hours



Where We Serve

Team Roles

Guest Experience covers a multitude of areas, and responsibilities on a Sunday. From the streets to the seats, we're there the entire way making sure we are fulfilling our team's mission.

Connections

Connections exists to open doors for individuals as they enter the church building, in a way that is welcoming, displays honor, and a high level of care.

First Impressions

First impressions exists to create order in the parking lot, get people parked and into the building as quickly and smoothly as possible, and to be a welcoming presence in the parking lot.

Hospitality

Hospitality exists to provide a hot cup of coffee to anyone who would like it while also providing a warm, welcoming, and comforting environment, where our guests feel seen and valued.

Host

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.

Refresh

Refresh exists to make sure our facility is clean and presentable for our guests, in a discrete, thorough and excellent manner across all every Sunday Service.