

Welcoming

Greeter Expectations:

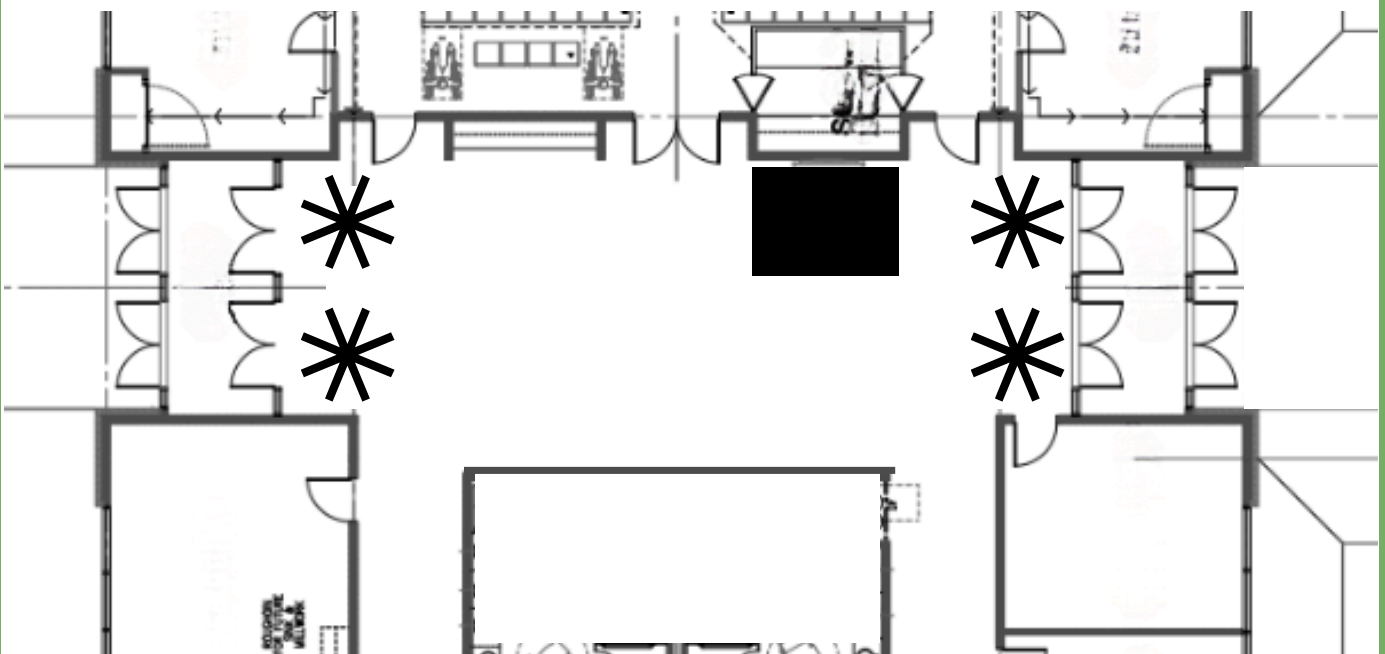
- Greeters are THE first impression to our guests. Your job is vital.
- Please wear a lanyard THE ENTIRE SUNDAY MORNING
- Plan to not leave your post until 9:45 AM (a few minutes late to worship)
- Make it a point to follow up with all guests you welcomed before worship
- Be ready to fill in other welcoming duties as the coordinator needs.

3 Keys to Greeting:

- Give a “Heritage Hello” be friendly and warm to all giving special attention to guests as they enter
- Don’t point, show guests to the Welcome Table and to a seat. Be willing to show them around rather than explain.
- Follow up after worship, make it a point to follow up with those you greeted.

Remember:

- It is always more important to walk with a guest and give a quick tour than to stay at your post. If both greeters step away, our Welcome Table attendant will pull in the “Greeter at Large” or find someone to cover. Our goal is to care well for each person who walks in, even if it means shifting roles on the fly.



Role Overview

Greeter Coordinator:

- The Greeter Coordinator is the point person for our entire greeting team.
- Coordinator leads the greeter huddle each Sunday at 8:50 AM at the Welcome Table to make sure everyone is on the same page and ready to serve well.
- Coordinator is also responsible in ensuring that guest coffee mugs are ready-filled with a guest brochure and a loaf of bread.
- After the huddle, coordinator remains stationed at the Welcome Table as the steady presence for the team—ready to answer questions, redirect as needed, and support our greeters as they welcome guests.

Greeters at Doors:

- Primary job is simple but significant: be the first “welcome” someone receives and personally walk guests—especially first-time guests—to the Welcome Table.
- Once greeter has connected with guest, share our Sunday morning rhythm:

“We’ll begin worship in this room in just a few minutes. After that we’ll have coffee and donuts followed by Bible classes for every age. Would you like me to show you where the classes meet?”

- Escort guest to the Welcome Table. Be ready to escort them into the Big Room, if needed

Greeter at Large:

- The Greeter At-Large is the flexible support role for our greeter team.
- GAL is here to jump in when a door greeter leaves their post to walk with a guest, to help escort someone to seating, or to step into any gap that appears.
- When not actively assisting, GAL will stay at the Welcome Table, ready to move where needed. Your presence helps everything run smoothly.

Greeter Huddle

8:50 AM at the Welcome Table

Coordinator Check-list:

- Are all greeters present?
 - 4 greeters
 - 1 at large
 - 1 coordinator
- Everyone have a “How Can I Help You?” lanyard on?
- Is everyone clear on their role and starting positions?

Review with everyone:

- Primary job is simple but significant: be the first “welcome” someone receives and personally walk guests—especially first-time guests—to the Welcome Table.
 1. Being with guest is more important than being at the door
 2. It’s ok to ask for names. Do not be worried offending anyone by asking their name.
 3. Especially with first time guests, walk with them from the door to the Welcome Table
 4. Not sure what to talk about?
 - a. Share our schedule for the day
 5. Ask all guests/direct them to the Connect Card QR Code
 6. If you have questions or a need, see the Coordinator
 7. Please remain at your post until 9:45. If it’s clear entrance has stopped, you may leave early
 8. Please wear your lanyard all morning

End the Huddle:

- Be sure everyone’s questions have been answered
- Please say or have someone say a prayer for the guests who will be joining Heritage
- Ask everyone to go to their posts
- Please ensure this huddle is over no later than 8:57 AM