

✓ VIDEO TRAINING #3 — PRACTICAL APPLICATION STEPS

(The “HOW” to match the “WHY” taught in the video.)

SLIDE 1 — The 10-Foot / 5-Foot Rule

How to Do It

1. At 10 feet:
 - Look up
 - Smile
 - Eyebrows lift
 - Body turns toward guest
2. At 5 feet:
 - Verbal greeting
 - Small step toward guest
 - Warm tone
 - Optional escort based on cues

Scenario Example

Guest is walking in alone → You smile at 10 ft → greet at 5 ft → it feels perfectly natural.

Why It Matters

Timing reduces awkwardness and creates predictable belonging.

SLIDE 2 — The Don't-Cluster Rule

How to Do It

1. Never form circles with other greeters.
2. Stand in a 1-2-1 formation spaced apart to create coverage.
3. Keep your body angled outward, not inward toward teammates.
4. Speak to each other quickly, never lingering.

Scenario Example

Four greeters clustered talking → guest feels like an outsider.

Spread formation → guest walks in feeling expected.

Why It Matters

Clustering communicates “we’re busy with each other, not ready for you.”

SLIDE 3 — Always Take the Initiative

How to Do It

1. Step toward guests before they need to come to you.
2. Watch for micro-signs of hesitation.
3. Be the first to smile, first to speak, first to move.

Scenario Example

Guest slows down as they approach → you initiate → tension disappears.

Why It Matters

Initiative communicates leadership and removes pressure from the guest.

SLIDE 4 — Own the Flow

How to Do It

1. Watch entrances and hallways for congestion.
2. Use gentle hand motions to open space.
3. Step into bottlenecks and clear the way.
4. Reposition yourself if the line forms elsewhere.

Scenario Example

Crowd forms by the right door → You move to left door → open it → escort guests through → flow restored.

Why It Matters

Great flow = great peace. Disorganized flow = anxiety.

SLIDE 5 — The Eye-Line Principle

How to Do It

1. Keep your eyes lifted and scanning the room.
2. Make eye contact early—1 second max.
3. Smile as soon as eyes meet.
4. Avoid looking down at phones or clipboards.

Scenario Example

Guest walks in scanning the room → your eye contact + smile = instant connection.

Why It Matters

Eye contact is the first form of belonging.

SLIDE 6 — The Shoulder-Angle Secret

How to Do It

1. Turn shoulders fully toward the guest.
2. Avoid half-turns or sideways stances.
3. Keep chest open, never protected or crossed.
4. Step slightly back so you don't block.

Scenario Example

Guest approaches → you turn shoulders toward them → they feel welcomed, not intercepted.

Why It Matters

Body angle communicates welcome more than words.

SLIDE 7 — The Hand-Off Moment

How to Do It

1. Walk with the guest toward the next team.
2. Introduce them by name if possible.
3. Smile at receiving team.
4. Release only when the new person has the guest's attention.

Scenario Example

You walk a family to Kids Check-In → “This is the Sanders family, first time today!” → Kids Team smiles → transition feels warm.

Why It Matters

A hand-off is a continuation, not an abandonment.

SLIDE 8 — The Pace Principle

How to Do It

1. Match guest walking speed immediately.
2. Slow down when guiding families or older adults.
3. Avoid speeding ahead to “show the way.”
4. End with a gentle stop and soft gesture.

Scenario Example

Older gentleman walks slowly → you naturally match his pace → he feels respected.

Why It Matters

Pace communicates honor.

SLIDE 9 — The Doorway Moment

How to Do It

1. Do not block the doorway—stand beside it.
2. Open the door before guests arrive at it.
3. Step slightly back to create space.
4. Smile and welcome them through.

Scenario Example

Guest approaches with hands full → you pre-open door → step aside → they walk through effortlessly.

Why It Matters

Door moments create the first impression of ease.

SLIDE 10 — The Name Remembering Rule

How to Do It

1. When a guest gives their name → repeat it back once.
2. Use it naturally later in the convo.
3. If forgotten → ask again with humility.
4. Introduce them by name to another team member.

Scenario Example

Guest: "I'm Mark."

You: "Mark, we're so glad you're here."

Later: "Mark, can I walk you to the sanctuary?"

Why It Matters

The sweetest sound to a person is their own name.

SLIDE 11 — The "Don't Multi-Talk" Rule

How to Do It

1. Stop side conversations the moment a guest appears.
2. Turn your body toward the guest instantly.
3. Keep greeter conversations short, rare, and purposeful.
4. Create open posture circles that face outward.

Scenario Example

Greeters talking → guest approaches → you break instantly → greet warmly → guest feels prioritized.

Why It Matters

Guest should never feel like an interruption.

SLIDE 12 — The "Notice the New" Skill

How to Do It

1. Constantly scan for unfamiliar faces.
2. Move toward new guests before they approach.
3. Use welcoming phrases:

“I’m so glad you’re here—first time with us?”

Scenario Example

New couple enters looking around → you approach quickly but warmly → remove confusion instantly.

Why It Matters

New guests feel vulnerable. Early noticing builds safety.

SLIDE 13 — The “See Who’s Alone” Skill

How to Do It

1. Look for individuals standing alone or off to the side.
2. Approach with soft tone:

“Hey, I’m glad you’re here—can I help you find anything?”
3. Offer to sit with them or walk them to a section.

Scenario Example

Single adult standing at wall → you approach gently → escort → belonging is created instantly.

Why It Matters

Loneliness is the #1 barrier to church connection.

SLIDE 14 — The “One-More” Principle

How to Do It

1. After every interaction ask internally:
“What’s one more thing I can do?”
2. One more smile
3. One more escort
4. One more reassurance
5. One more gesture of warmth

Scenario Example

You walk a guest to sanctuary → before leaving, you add:

“If you need anything else today, I’m right here.”

Why It Matters

The “one more” habit turns good hospitality into unforgettable hospitality.

SLIDE 15 — The “Spot the Need” Skill

How to Do It

Train volunteers to identify 5 types:

1. Lost: scanning eyes
2. Overwhelmed: tight shoulders, sighing
3. Hesitant: slow steps, lingering
4. In a hurry: fast pace, short answers
5. Burdened: heavy face, quiet demeanor

For each need → move toward → match tone → provide simple next step.

Scenario Example

Guest scanning hall → you approach:

“Looks like you’re looking for something—can I help?”

Why It Matters

Seeing the need before it’s spoken creates trust.

SLIDE 16 — Door-to-Foyer Flow

How to Do It

1. Posture & Scan: shoulders soft, eyes up.
2. Micro-Approach: one small step toward.
3. Escort: walk them inside, not point.

Scenario Example

Guest enters the doorway → you see, step forward, escort to foyer → transition is seamless.

Why It Matters

This is the first major movement moment.

Excellence here sets the tone for the whole service.

SLIDE 17 — Scenario Stations

How to Do It

Set up four stations:

1. Family Arrival → help with bags, doors, stroller
2. Lost Guest → approach early, walk with them
3. Emotional Guest → slow pace, calm tone
4. Wrong Door → warm redirection + escort

Scenario Example

Emotional guest wiping eyes → approach gently →

“I’m here with you—let me help you get settled.”

Why It Matters

Practice builds instincts. Instincts build excellence.

SLIDE 18 — Plussing Obstacle Course

How to Do It

Train Connect Members to silently fix:

- Crooked sign
- Trash
- Stroller challenges
- Overloaded guests
- Bathroom direction

Scenario Example

Piece of trash on floor → no words → no sigh → quick bend → excellence restored.

Why It Matters

Silent excellence builds invisible credibility.

SLIDE 19 — Speed Round: Spot the Need

How to Do It

Rapid-fire drill: trainer walks around acting out:

- Lost
- Overloaded
- Hesitant
- Nervous
- Confused

Greeters must:

1. Respond instantly
2. Match emotional tone
3. Provide clear next step

Scenario Example

Trainer acts lost → volunteer must beat trainer's "hesitation clock" → instant approach.

Why It Matters

Fast reactions = calm guests.

SLIDE 20 — The Connect Flow

How to Do It

Teach Connect Members to execute this entire flow smoothly:

1. Notice
2. Greet
3. Ask
4. Escort
5. Plussing
6. Atmosphere

Scenario Example

New family steps inside:

You notice → greet → ask → escort → plus → carry warm presence.

Why It Matters

This is the master sequence.

When done well, guests feel:

“This church feels like home.”