

# GUEST SERVICES GUIDEBOOK



**Riverview**  
Community Church

In 1955 when Disneyland was created, an orientation was held for all of the new “Cast Members” or employees. This orientation emphasized the importance of customer service and the Walt Disney brand. The vision of “We Create Happiness” was placed in front of each employee and made their responsibility. No matter what your role was at

Disneyland, your first job was to make the guests happy. As the Disney brand has expanded, so has their standards, expectations, and behaviors to make guests “happy.” Each day almost 50,000 people visit Disneyland. All of them come with the expectation that they are walking into the “Happiest Place on Earth” and it is the job of the cast members to meet those expectations.

Have you ever thought what expectations someone comes into a church with? Have you ever thought about how each interaction creates an experience? Have you ever thought about how your experience at church might be drastically different from someone else’s experience?

Every guest comes to our church with an expectation. The expectations of our guests are confirmed through our interactions with them. In a very short amount of time, about the first 10 minutes of the guest experience, a guest will determine through our interactions with them, if this confirms their expectations or changes their experience.

The guest experience is impacted both positively and negatively by what we say and do and also by what we don’t say and don’t do. Our job as the guest services team is to create an extraordinary experience for our guests that draws

them closer to Jesus. We have an incredible opportunity to create spaces that can change the trajectory of someone’s life. We want to ensure that every action, word, posture, and unspoken communication positively propels every guest closer to Jesus.

**“The most important thing in communication is to hear what isn’t being said.” - Peter F. Drucker**

On behalf of Riverview Community Church and our Guest Services Team Leads, I want to thank you for being part of the Guest Services Team. What you do matters so much and impacts so many lives. From a warm smile, to a firm handshake, holding open a door, to helping a family get checked in and to the right spaces, to getting coffee or finding someone a seat, you make an incredible difference in our church and in people’s lives. Thank you!

I hope this Guest Services Guidebook helps you better understand what the goals and expectations of our Guest Services Teams are and that it will help prepare you to provide the best possible experience for each and every guest that walks through our doors.

- Brent Osburn | Family Life Pastor

## WHY ARE WE HERE?

We are here to fulfill the mission of Riverview Community Church which is to Love Jesus. Love People. As a Guest Services Team member, we have this mission at the forefront of our minds at all times.

## WHAT WE WILL DO

We will work with joy and enthusiasm to create welcoming, caring, and comfortable spaces that communicate the value and worth of each guest.

## HOW WE MAKE DECISIONS

For our weekend services, guests and their experience is our top priority. We will do everything we can to make sure they can experience the love of Jesus and the love of people. We have four guiding values for Guest Services.

### We show care.

Every guest that comes through the doors is wondering some variation of the same questions... "will these people love me? Will these people accept me?" We are sensitive to the needs of our guests that are both expressed and unexpressed and we show care and empathy to all.

### We operate with fluxture.

Fluxture is when you combine the words flexible and structure. We have structure to the way we do things that create the best experience for our guests. However, we are not so rigid that if the structure is upset, we can't be flexible.

Routines are bothered and sometimes change. The unexpected and unplanned will absolutely happen. When it does, we have the flexibility to still offer our guests the best experience they have ever had at a church.

### We are the guides.

A greeter is generally the first person to make contact with a guest. That initial contact will set the tone and guide our guests through the rest of their service experience. We will do everything we can to ensure that our guests feel valued, important, safe, and informed.

### We deliver the extraordinary.

We all know what it is like to experience extraordinary customer service. When someone goes the extra mile to help us, answer questions, or get what we need, we appreciate that. When it comes to guests, they should have an extraordinary experience because we will go above and beyond what is expected to ensure each person experiences the love of Jesus.

## OUR VISION

We want to communicate the value and worth of each guest. What does that mean to you? Every guest matters and every person is a friend and neighbor that deserves your respect. As a team member, we should be focused and guided by the goal of communicating the value and worth of each guest and positioning ourselves to serve them well.

## How can we communicate the value and worth of each guest?

- \* Pay attention to the guest and sincerely welcome them, listen to them, seek to meet their needs.
- \* In the way we communicate - not just with our words but with our facial expressions, body language, and actions.
- \* Fair or not, you will often be the measuring stick that a guest uses to confirm their preconceived expectations. Your experiences with a guest is what is used as the evaluation for our church. Are you present, aware, and listening emphatically to meet their needs?

## KEY SPACES

**Nursery & Toddlers** | This space is in Room 102 and is designed for children six-weeks old to three years old and is available during the 9a and 11a service.

**PRE-K & Kindergarten** | This space is in Room 104 and is designed for children ages four through Kindergarten and is available during the 9a and 11a service.

**Kid's Church** | This space is upstairs in Room 205 and is designed for children in grades first through six and is available during the 9a and 11a service.

## SCHEDULE

We want to make serving at Riverview as easy as possible. Our hope is to schedule each volunteer one weekend a month in one area of ministry. Our goal is to schedule volunteers on the same weekend each month for our planning purposes and yours.

## PLANNING CENTER

Planning Center is an online scheduling tool that we use to schedule all of our volunteers. It is imperative that we use Planning Center because it ensures that we have enough volunteers each week to fulfill the mission that Jesus is calling us to.

When you are scheduled to serve, you will receive an email that says you are scheduled to serve and where you are scheduled to serve. All you will need to do is click on the Accept or Decline. If there is a weekend where you know you are unavailable to serve, you can log into Planning Center and blackout that weekend.

This enables those who are scheduling volunteers to know that you are unavailable and allows us the time to find a replacement. Planning Center is available as an app on your smart phone as well that you can download for free.

## DAY OF

Guest Services Team Members serving at the 9a service should arrive by 8:25a. We will be having an all volunteers meeting in the lobby at 8:30a. At this meeting, we will be giving a run down of the service schedule, any important changes or things you need to know, and pray before going to our service locations. Please be at your serving locations by 8:35a. Please return to your location following the service until your 11a service replacement arrives.

For 11a, services, please arrive by 10:20a for the 10:25a meeting in Room 104. Please be at your locations by 10:35a.

## HELPFUL REMINDERS

- \* Be sincere when greeting guests. Practice good eye contact, listening skills, and try to connect with each person.
- \* Always walk the guest to their desire location; never point or direct.
- \* Know the locations of all family ministry spaces, restrooms, and adult spaces.
- \* Be aware of any special events that are happening that day.
- \* Be in position at least 25 minutes before serving.
- \* Please refrain from eating, drinking, texting, or using your phone while serving.

- \* Please limit personal conversations with friends and other volunteers until you are finished serving.

## BEST PRACTICES

### 01) Raise the value and worth of each guest.

We are creating an experience with our interactions.

### 02) The guest matters.

It takes courage for a guest to show up and it is our responsibility to make that journey for them as easy as possible. Consider how they may be feeling as you interact with them.

### 03) Wherever you are, be all there.

The person in front of you matters the most. Have great eye contact, active listening, and avoid distractions.

### 04) Be empathetic.

Do you remember the first time walking into our building? The process can be confusing and overwhelming. Remember to be empathetic when new guests are arriving and trying to navigate the church. It's their first Sunday!

### 05) Merge function and feeling.

Your attitude will set the tone for the guest experience. Be aware of what you are wearing on your face and the demeanor you are projecting. What they will remember most will not be what happens at church but how you made them feel.

#### **06) Value the values.**

We show care, we operate with fluncture, we are the guides for our guests, and we intentionally deliver the extraordinary.

#### **07) Recover quickly.**

Take responsibility for your guest and their experience. If something needs to be fixed, take the lead and protect the guest experience.

#### **08) Reject “just okay.”**

We are always delivering the extraordinary. Operate with excellence in everything we do and let’s excel at doing the little things really well all the time.

#### **09) Everything speaks.**

You only get once chance to make a first impression and many guests are already coming in with an expectation. The smallest details form the volume of the music, the decor and cleanliness of our spaces, the smell, every detail speaks to guests.

#### **10) It takes all of us to do it all.**

Teamwork makes the dream work. It takes all of us working together to create welcoming, caring, and comfortable spaces that communicate the value and worth of each guest. We are all called to help in any way we can.

**“Do for the one what you wish you could do for everyone.” - Andy Stanley**

## **EMERGENCY PROCEDURES**

Our hope and prayer is that you will never have to follow these procedures. Unfortunately, these are necessary procedures to ensure that everyone is prepared in case of an emergency. If you have any further questions, comments, or thoughts in regards to these procedures, please speak with Brent Osburn or Ron Lalime

### **ACTIVE SHOOTER**

In the event of an active shooter or the threat of an active shooter, attempt to remain calm and GET OUT of the building as quickly as possible, calling out to others to do the same as you exit.

\* Once outside of the building and in a safe place, CALL 911 immediately.

\* If you cannot exit the building, CALL 911 as soon as possible, speaking slowly and quietly. Then HIDE.

\* Get out of the shooters view, lock the door, and turn off the lights.

\* Silence your phone and turn off any other electronics you may have on you.

\* DO NOT active the fire alarm.

\* If neither running nor hiding is a safe option, as a LAST RESORT, when confronted with the shooter, adults in immediate danger should consider disrupting or incapacitating the shooter or take him out with physical aggression.

### **MEDICAL EMERGENCY**

\* If a medical emergency arises, please contact the Guest Services Team Lead immediately.

\* The Guest Services Team Lead will respond and make the determination if a call for medical aid is necessary.

\* If the situation is a true medical emergency and clearly warrants a call to 911, call immediately. (Riverview Community Church - 4135 S 216th St, Kent, WA 98032)

\* If a call is placed to 911 without the consent of a Guest Services Lead, please notify them ASAP that a call to 911 has been placed so that the proper procedures can then be followed by the rest of the Guest Services Team Members.

### **SUSPICIOUS PERSON / ACTIVITY**

\* If an individual makes you uncomfortable, seems out of place, is carrying a bag or clutching a suspicious item or looks suspicious, please get a Guest Services Team Lead immediately.

\* If another team member is close, ask them to go get a Guest Services Team Lead immediately and keep an eye on the person until the team lead arrives.

\* Provide the location, description and behavior of the person.

\* DO NOT CONFRONT THE INDIVIDUAL

### **FIRE**

\* Contact the Guest Services Team Lead and tell them that there is a fire emergency and the location of the fire.

\* If the fire cannot be contained or put out and is growing out of control, please pull the nearest fire alarm.

\* Assist guest in leaving the building via the nearest exit.

\* Each space has a specific plan to follow in order to safely evacuate everyone to designated spaces outside of the building. Parents ARE NOT to go to their children's space inside the building because their children will already be evacuated outside and in their designated, secure locations.

## NATURAL DISASTERS

\* In case of a natural disaster such as earthquake, severe storm that causes the power to go out, or other natural disaster, instruct people to shelter-in-place. Do so calmly and quickly. Wait for evacuation clearance.

\* Avoid elevators, windows, glass, and any large objects that might be overhead and could come loose.

\* Once given evacuation clearance, please exit the building and assist others to the designated areas.

\* Each space has a specific plan to follow in order to safely evacuate everyone to designated spaces outside of the building. Parents ARE NOT to go to their children's space inside the building because their children will already be evacuated outside and in their designated, secure locations.

## ROLE SPECIFIC INSTRUCTIONS

### USHERS

- \* Check to ensure bulletins & schedules are on all 4 usher chairs
- \* Check to ensure count notebook and offering buckets are ready
- \* Open all sanctuary doors at 8:45a and 10:45a.
- \* Locate a 4th person if needed to help with offering and/or communion
- \* Turn lights up after prayer
- \* Direct communion and offering - meet deacon in kitchen and walk offering money to office and lock in safe
- \* Stand just outside the assigned auditorium doors
- \* Hand each person a bulletin and welcome them as they come in
- \* Close doors at 9a and 11a once the countdown on the video screen has ended. One of the middle ushers will remain inside the doors and one on the outside. Remain outside the doors until after the end of the 2nd song and then move just inside the doors.
- \* Assist with communion and offerings

- \* Look for people who seem lost and quickly assist them
- \* Once worship has ended and people are seated, count the adults in the room.
- \* Rotate walking through the halls of the church and checking in with classrooms to ensure safety
- \* Scan the parking lot periodically for any suspicious activity
- \* Keep an eye out for anyone needing assistance during the service
- \* Look for people and address behaviors that seem out of place
- \* At the end of the service, open the auditorium doors and reset auditorium and supplies for next service
- \* Rope off the back three rows for the 11a service and remove all the names tags from those rows.β

### GREETERS

- \* Front Door Greeters...stand at the doors...don't crowd the top of the stairs...it's kind of intimidating heading up the stairs and seeing 3 or 4 people standing up there
- \* Welcome everyone with a smile and eye contact
- \* If the person is a guest, recognize their needs...take them to get a cup of coffee, if they have kids, take them to kids check in and introduce them to the person there

\* Never direct a guest somewhere. ALWAYS WALK THEM TO WHERE THEY NEED TO GO

\* Be looking out for other greeters who are assisting a guest. If you're in the lobby and the door greeter is taking a guest to kid's check-in, slide up to the door and welcome people there

\* Be looking out for anyone who seems lost or unsure and assist them At the end of the service, return to the same place you started at so that you can say goodbye to people as they leave

\* Remain at your position until the end of worship When you're not scheduled to greet, you're still a greeter.

\* Be on the lookout for guests. The person that is not part of Riverview is the most important person in the room

### **WELCOME CENTER & COMMUNITY KIOSK**

\* Set up iPads before the 9a service and take down after the 11a service (keys and covers are in cabinet. Code: 327)

\* The passcode for the iPads is 8881

\* Click on safari and then open the web browser to [www.riverview.cc](http://www.riverview.cc)

\* Turn on TV's

\* Be approachable and inviting

\* Be familiar with how to navigate to different places on the website or app

\* If a first time guest comes to the welcome center, offer to answer any questions they have and then give them the free gift that we give first time guests

### **Kid's Check-In**

\* Set up and clean computers, label printers and check in area

\* When plugging in the computers, mouse, keyboard, and label printer, match to computers 1&2

\* Turn on TV

\* Assist people with check in as needed. If it is a first time guest, enter information for them

\* For guests / newer families, please walk them to each classroom and introduce them to the teacher. As you are walking, feel free to share information about the classes and what parents can expect

\* Remain at kid's check in until the conclusion of worship

