

Welcome Center Manual

- ✓ Arrive at 8:00 AM (1st Service) or 10:00 AM (2nd Service)
- ✓ Remain at the desk for 5-10 minutes after service begins. Following the service, stay at the desk for 20 minutes (or until your replacement comes for 2nd service)
- ✓ Look for opportunities to assist people—be assertive! If you do not know an answer to a question, direct them to someone who might, or if it is a question that could be answered later, take their name and number, and someone from the office will call them.
- ✓ LOOK AT CARDS CAREFULLY AS THEY ARE TURNED INTO THE WELCOME DESK:
 - First time visitors who drop off a card will receive a welcome gift.
 - Those who made a decision for Christ will get a Bible that has a bookmark in it.
 - Place filled out card in clear plastic dish provided at the desk.
- ✓ Answer the phone, take messages, and deliver messages. (Connect Team members can assist you with the delivery of the message if you are working alone.) It is important to get a message to the Pastors or Department Heads if a worker calls and will not be coming for service.
NOTE: No pastors will take calls before or between services, only messages.
- ✓ Lovingly and tactfully move people away from the desk who are just there talking. Newcomers may not push through a crowd to ask for help.
- ✓ Please NO CHILDREN behind the desk.
- ✓ Familiarize yourself with the sign-up clipboards.
- ✓ Learn location of children's ministries
 - Kovenant Kids age: 6 weeks-Pre K**
Down hallway, second door on the left
 - Xtreme Kids age: Kindergarten-6th grade**
At the end of the hallway, last door on the right
- ✓ Use Planning Center Online to find a replacement or to block out dates that you are unable to serve.

FYI – A telephone book is located in the drawer.