

WELCOME

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WELCOME TEAM
TRAINING
10/04/17

HOW TO CREATE THE PERFECT WELCOME

1. Who are we as a team?

- When people walk through our doors, do we know if they're coming back again?
- Are they thinking "wow, this is a fun, vibrant place!" or are they looking for the nearest exit?
- When people leave, are they remembering their visit or will their experience drift off into forgetfulness the moment they hit the door?

We get the opportunity to help guests answer these questions. Let's make it our goal to always leave a positive, lasting impression.

"You are the light of the world. A town built on a hill cannot be hidden. Neither do people light a lamp and put it under a bowl. Instead, they put it on its stand, and it gives light to everyone in the house. In the same way, let your light shine before others, that they may see your good deeds and glorify your Father in heaven." Matthew 5:14-16 NIV

People may forget what we teach them but they won't forget how we made them feel.

2. How do we create the perfect welcome?

BE ENGAGED

- As leaders, how are we setting the tone?
- Be fully in the moment, give guests your full attention.
- Don't allow yourself to get distracted when guests walk by (friends, people on team with you, phones, etc).
- Make eye contact.
- Ask the 4 "Next Step Questions" (Fill in the blanks):

- 1.
- 2.
- 3.
- 4.

BE EFFICIENT

- Are we doing the most with the time we're given?
- Have purposeful convos with guests.
- Let's be decisive: Let service leads know if you're running late or you aren't able to make it.
- Being early is being on time. Come prepared to give your all.

BE ENERGETIC

- Challenge yourself with this question, "what do I bring to a team?" Joy? Passion? Excitement?
- Remind yourself why you do what you do. You have the opportunity to set the tone and prepare people's hearts to meet Jesus before they even walk into the auditorium.
- Smile more, give high fives & hand shakes.
- What is our body language saying?

3. Welcome Sign Challenge