

2023 HBCC First Impressions Volunteer Schedule

(Please plan to arrive at your post by 9:20am & don't forget your lanyard!)

Glass Door Bulletin Greeter Jan-June

January	February	March	April	May	June
		Chelsea Moore	Tyler Lassiter	David Spain	Debora Cherry

Floating Greeter/Usher Jan-June

January	February	March	April	May	June
		Dawn Stokes	Kayla Alligood	Becky Spain	Ed Cherry

The Connector Volunteer Jan-June

January	February	March	April	May	June
		Stacie Kirkman	Kay Philips	Stacie Kirkman	Ruth Sutton

Glass Door Bulletin Greeter July-December

July	August	September	October	November	December
Rita Dickenson	Katie Black	Kay Yates	Zane Buckman	Ashleigh Woolard	Renee Cherry

Floating Greeter/Usher July-December

July	August	September	October	November	December
Martha Weston	Michelle Black	Stevie Yates	Page Blackburn	Taylor Woolard	Samantha Baldree

The Connector Volunteer July-December

July	August	September	October	November	December
Wendy Woolard	Marie Spangler	Beth Yates	Dawn Buckman	Cindy Linton	Kim Gurganus

Glass Door Bulletin Greeter: This Greeter stands at the glass doors and opens/holds the door open for our Guests. In fact, our Guests are NOT ALLOWED to touch the doors because it's our pleasure to open the door for them! This Greeter also passes out the bulletins, smiles and says, "Welcome home", "We're so glad you're here!", to everyone who darkens our doors! If this Greeter notices a new face or someone who looks lost, they will alert the Floating Greeter/Usher to take our Guests to the Connector for their Guest gift and then give them a brief tour of our building.

Floating Greeter/Usher: This Greeter stands in the foyer keeping their eyes on the front door searching for first-time Guests and/or anyone who looks lost. This Greeter **APPROACHES** first-time Guests/wanderers, introduces themselves and guides them to the Connector. This Greeter should also show our Guests where the bathrooms are, where the children's classes are when applicable and escort them to their ultimate destination which is the auditorium. Avoid pointing them towards a destination, always ESCORT.

The Connector Volunteer: This Volunteer stands behind the Connector and welcomes the approaching First-Time Guests. Each first-time Guest will fill out a connect card and then receive a red bag which includes a HBCC pen, water bottle and pamphlet. This Volunteer will also ensure folks don't "hang out" in front of the Connector to make sure it's clear for approaching Guests. This Volunteer will also return to the Connector during closing prayer to greet any first-time Guests who did not visit the Connector prior to service.

All Volunteers:

- ◆ **PLEASE refrain from conversations during your tour of duty so that doorways remain clear and you are aware of Guests as they arrive.** Eyes should be frequently scanning the doors & room alert to first-time Guests/wanderers. If you do have brief conversations, please stand shoulder to shoulder so that your field of vision remains clear and unobstructed.
- ◆ **ALWAYS SMILE, make eye contact, repeat back the Guests name and introduce yourself, be as professional as possible,** know where each classroom is so you are knowledgeable and ready to escort our Guests.
- ◆ Greeters will provide the **“WOW” Welcome!** We want to always exceed the expectations of our Guests with hospitality overload.

*THANK YOU for recognizing the importance of this ministry! Our First Impressions/Hospitality Ministry is one of the most important ministries here at HBCC! The mission of HBCC is to get folks here (Reach Out), make them feel like they are home, connect with them (Connecting within) and point them to a saving relationship with Jesus to ultimately become Disciple-makers (Growing Up).
That can't happen if they don't have a welcoming first impression. So let's WOW them!*

PLEASE READ:

- **Please** insert your scheduled tour of duty into your smartphone calendar with reminder alarms ASAP so that others don't have to remind you the day before OR the day of. (We grown)
- Please be punctual and consistent with attendance and arrive prepared to serve.
- Each Sunday's assigned Greeters will **Huddle with Stacie and/or Jason Kirkman every Sunday Morning at 9:48am in the back hallway** for a team prayer, communication and break-down. If you are not at the Huddle, you will receive a text message requesting your ETA.
- You are **REQUIRED** to arrive at your station **NO LATER** than **9:50am** (If you are in a GROW hour class, please leave early to get to Huddle) and stay at your station until **10:40am**. If you will be late OR are scheduled inside a classroom at 10:15am, please find a replacement for your Greeter station. (Congratulations! You're hired! Now, show up just like you gettin paid)
- **PLEASE, PLEASE refrain from conversations during your tour of duty so that doorways remain clear and you are aware Guests as they arrive.** If you do have brief conversations, please stand shoulder to shoulder so that your field of vision remains clear and unobstructed. (Less talky, more worky)
- **CANDY GREETERS:** Only mints will be distributed at the auditorium door from now on. Assorted candy will be available on the pub tables in the foyer. (Everyone needs a post-communion breath mint anyway)
- **If you are planning to be out of town during your scheduled tour of duty, PLEASE find a fill-in AHEAD OF TIME.** (Again, we grown)
- ALWAYS, ALWAYS **SMILE**, make eye contact, repeat back the Guests name and introduce yourself, be as professional as possible, know where each classroom is so you are knowledgeable and ready to escort our Guests.
- Greeters will provide the "WOW" welcome! We want to always exceed the expectations of our guests with hospitality overload.
- Please wear your **LANYARD** (located behind the Connector) so that Guests know who can help them!
- **VERY IMPORTANT!!!!** If a Guest asks where something is, **ALWAYS ESCORT THEM TO THEIR DESTINATION** OR have the floating Greeter of the day walk them. **NEVER, EVER** point in the direction of their destination.

And finally, **THANK YOU for your commitment!**

This Ministry is one of THE most important Ministries at HBCC. The improvement of our Guest Services/First Impressions Ministry has changed the trajectory of our Church Body and has enhanced the numerical growth of HBCC. Remember, the mission of HBCC is to get folks here (Reach Out), make them feel like they are home, connect with them (Connecting within) and point them to a saving relationship with Jesus to ultimately become Disciple-makers (Growing Up). We **CAN NOT** take the Guest Services Ministry lightly because it can affect eternities.

Thank you for recognizing the need and for your willingness to serve as you grow in your relationship with Jesus to ultimately become Disciple-Makers. We are all on that journey and we ALL started somewhere. Let's help others get started on their Journey.

Greeters Phone List

Becky Spain	
Chelsea Moore	919-722-9159
Jody Harbrige	252-944-8914
Rita Dickenson	252-943-8885
Ruth Sutton	252-945-3473
Page Blackburn	252-945-1953
Martha Weston	252-402-1238
Kay Phillips	252-531-5605
Cindy Linton	252-945-2046
Dawn Stokes	252-945-9587
Stacie Kirkman	252-946-1579
Kim Gurganus	252-943-1298
Stevie & Kay Yates	252-945-2420
Wendy Woolard	252-943-9804
Beth Yates	252-945-7080