

# THE GREETER'S HANDBOOK

We're glad that you have shown interested in getting involved in one of our Ministry Teams. Please take a few minutes to carefully read *The Greeter Handbook* before making your commitment. Please contact the Greeter Coordinator if you have any questions or concerns. We're here to help you find your place in ministry.

As with every Ministry Team, you are a part of helping to accomplish the vision of The Life Church at Charlotte:

## CHURCH VISION

### **REACH**

Reach people through honest relationships and effective outreach.

### **RELATE**

Relate to one another through genuine and loving friendships.

### **RAISE**

Raise people up through relevant teaching and heartfelt worship.

### **RELEASE**

Release people with a contagious desire for the life found in God.

## **I. THE PURPOSE FOR THE GREETER MINISTRY**

### **A. To Welcome Visitors**

First impressions are lasting ones! We want to give a great first impression by welcoming our visitors with friendly and helpful greeters.

### **B. To Welcome Regular Attenders**

We want to let our church family know that we're glad they're here by greeting them with a smile each time they arrive.

### **C. To Offer Information**

We want people to know what's happening at the church, so we have a weekly bulletin for greeters to hand out. From time to time we'll have other items that we'll ask greeters to help us distribute to bless the congregation. We also want our greeters to be ready to give directions and answers to basic questions. The Welcome Center is also part of the Greeter Ministry.

### **III. QUALIFICATIONS FOR GREETERS**

- A. Complete the Discovery 101 class.
- B. Fill out a Volunteer Card and turn it into the Welcome Center or church office.
- C. Read *The Greeter's Handbook* and agree to follow the guidelines.
- D. Read the Honor Code and commit to keep it.
- E. Meet with the Greeter Coordinator for a brief interview.

### **III. WELCOME CENTER MINISTRY DESCRIPTION**

- A. Help set up and tear down the Welcome Center. Be familiar with the placement of forms and sign ups.
- B. Be prepared to answer basic questions.
  - 1. Schedule of services.
  - 2. Location of nursery and children's classrooms, Information Center, restrooms, water fountains, telephones, first aid, fire extinguishers, and lost-and-found.
  - 3. Know the names of church leaders.
  - 4. Current announcements and upcoming events (read the bulletin before greeting).
- C. Keep bulletins, forms, and all written information updated and in full supply.
- D. Have sign-up lists available.
- E. Take orders for audio copies of the message.
- F. Maintain lost-and-found.
- G. Give any lists or completed forms to Office Administrator.

#### **IV. GREETER MINISTRY DESCRIPTION**

- A. Arrive 30 minutes before the service starts and continue greeting for at least ten minutes after the service has started.
- B. SMILE! Come to church well-rested ready to greet others.
- C. Shaking hands with every person is not necessary; however, always offer a bulletin with a sincere smile and a verbal greeting.
- D. Be prepared to answer basic questions (same as Welcome Center workers).
- E. If you unable to serve your scheduled service, contact the Greeter Coordinator with the name of your replacement (your replacement must be another scheduled Greeter).

#### **V. THE GREETER'S APPEARANCE**

- A. For obvious reasons, have fresh breath. You may want to carry mints.
- B. Wash your hands before and after greeting.
- C. Wear modest and neat apparel.
- D. Wear your identification tag.
- E. Maintain a friendly posture. Avoid slumping against a wall or door.

## VI. THE GREETER'S ATTITUDE

### A. Be hospitable.

Treat people as royalty and honored guests. Be conscious to show equality to everyone.

### B. Be friendly and cheerful.

Let people know that we're glad they decided to come to church. They may be having problems in their personal life, and your caring attitude will express the love of God to them.

Use discretion with members of the opposite sex. If the opposite gender initiates a hug, hug from side to side.

### C. Be positive.

Our greeters are in the forefront as representatives of the church. Be mindful of the things you say and how you say them. Keep opinions to yourself. If you ever have a complaint, go to the Greeter Coordinator. Always show respect for others and for church leadership.

### D. Have a servant's heart.

Be watchful to acknowledge visitors and welcome each person as they come in. Be careful not to engage in extended conversations with anyone while greeting. You can always tell your friends that you will talk to them after the service.

Be careful not to use your position as an opportunity to promote your own interests or business. Serve faithfully.

Thank you for taking the time to read *The Greeter's Handbook*! Please contact the Greeter Coordinator for the next step in becoming a greeter!