



Volunteer Starter Guide

Guest Experience

Name:

Date:

Welcome!

We're so excited to have you join the Guest Experience team and be part of what God is doing through Eagle Brook Church. Thank you for your willingness to help create a warm, welcoming, and inviting experience for our guests. This goes beyond holding a door, serving up a cup of coffee, selling a book, or finding someone a seat. Authentic interactions and intentional environments help each guest we serve feel known and valued. As a part of the Guest Experience team, you are creating experiences where life change happens!

We hope you love serving as you see the impact your role has on our mission to reach people for Christ. And we can't wait for you to make connections with guests and develop relationships with your serving team!

In this guide, you'll find some tools and information that will help get you started. We'll be with you every step of the way, encouraging you, equipping you, and praying for you!

With Gratitude,
The Guest Experience Team

Our Mission and Purpose

In Guest Experience, everything we do is designed to support our church’s mission to reach people for Christ. The best way we create more lifelong followers of Jesus is by focusing on two wins:

Creating Engaging Experiences

Building Transformational Relationships

1. Creating Engaging Experiences

Every weekend someone is trying or retrying church for the first time. We strive to create engaging “streets to seat” experiences where people feel comfortable, welcome, and open to hearing the message that God has for them. We get to set the tone for their church experience!

When you help remove barriers that might traditionally stand in the way of people connecting with God, they want to attend again—and invite their family, friends, and neighbors! We want everyone who comes through our doors—no matter who they are or where they’ve been—to feel welcome here.

Therefore, it is my judgment that we do not trouble and make it difficult for those who are turning to God.

Acts 15:19

What was your first impression of Eagle Brook?

What does “creating engaging experiences” look like in action?

I’ve learned that people will forget what you said,
people will forget what you did, but people will never
forget how you made them feel.

Maya Angelou

2. Building Transformational Relationships

Our hope for each guest is that they will connect with God and ultimately experience transformation. When you create an engaging, welcoming experience for guests, they tend to have an easier time feeling at ease entering into a time of worship and ready to hear God's message for them.

We strive to interact with each guest in a way that shows them how much they matter to us. When people feel known by us and connected to God, we believe they'll be more open to taking steps toward growing in their faith through our five values. We offer such opportunities for transformation by seeking meaningful connections with guests and pointing them to resources connected to those values.

He who began a good work in you will carry it on to completion until the day of Christ Jesus.

Philippians 1:6

What are the five values that we focus on at Eagle Brook Church?

What are some resources that are available that connect to those values?

Environments

People of all ages, backgrounds, and past experiences with church come to Eagle Brook, and we want to help them take next steps toward a relationship with Jesus by creating an inviting and engaging experience across all our environments.

The following are the main environments we influence in Guest Experience, street to seat:

Parking Lot / Outdoor Spaces

Entrances—to the Building and the Auditorium

Lobby / Kids Check-In / Next Steps Space

Café / Bookstore

Auditorium

Volunteer Central

We are the first people they see when they arrive and the last people they see when they leave, so the impression we make is often what someone uses to evaluate our church. It's up to **you** to make it a great experience!

Guest Experience Teams

Parking Personally acknowledges, welcomes, and safely guides guests as they enter and exit our parking lot. Communicate with other team members to keep traffic flowing.

Greeter Offers a friendly greeting and welcoming smile that makes guests feel genuinely cared for and welcomed as they enter and exit our doors.

Lobby Host Proactively connects and seeks out the needs of new and returning guests, including kids and families, in a personalized way that makes them feel known, cared for, and comfortable.

Kids Check-In Creates a welcoming experience for new and returning families checking in, building assurance and excitement around what to expect.

Café Exists to surprise and delight guests by offering coffee and creating delicious café beverages and snacks for purchase.

Bookstore Provides knowledgeable assistance to guests looking for bibles, devotionals, topical resources, and Eagle Brook merchandise and apparel.

Next Steps Provides an approachable and engaging environment for guests to ask questions, get information, and seek out their best next steps.

Auditorium Host Proactively welcomes and assists guests in finding a seat that makes them feel acknowledged, comfortable, and ready to take in the service.

Volunteer Central Hosts a social environment where volunteers can get refreshments and connect with other volunteers.

Being Prepared to Serve

To best reach our wins in creating engaging experiences and building transformational relationships, we need to be well prepared. Below are specific ways you can prepare before, during, and after serving.

Before

- Stay up-to-date on communications
- Participate in any role specific or all-volunteer training and development events applicable to your role
- Know your serving schedule (Head to our Church Management System to confirm your serving schedule and fill openings when others can't make it)
- Know your campus (location of all kids and adult spaces, resources, and restrooms)
- Dress in a way that's appropriate for your role, allowing you to fulfill all of your tasks
 - If your role is outside or on a door leading outside, dress warm and for the weather
 - If your role is in the café, dress comfortably and wear an apron
- Attend trainings when offered
- Pray that God will use you to share His love with all those you interact with while serving
- Check in and attend All-Volunteer Huddle

During (See specific Guest Experience roles on the following page for more information)

Prepare

- Attend team huddle - Be aware of any special events that day/service
- Be in position, with name tag on, at least 30 minutes before the service begins
- Locate and familiarize yourself with the tools and resources needed for your role
- Ask yourself, "What does the environment feel like? Is there anything I could change to make it more inviting, welcoming, or comfortable? Is there anything around me that could distract or disrupt the guest experience?"
- Be willing to serve in other roles within Guest Experience as needed

Engage

- Anticipate and serve the needs of each guest in an exceptional way
- Walk guests to their desired location rather than pointing
- Limit personal conversations with friends and other volunteers, and limit use of your phone until you are finished serving
- Refrain from eating, drinking, or chewing gum while serving
- Watch for those who may be new, lost, or need assistance getting in/through our building

After

- Clean, restock, and prep for the next service as needed
- Debrief and celebrate by sharing stories of impact and connections with your team
- Assess and share feedback with your team
- Limit noise and distractions in the lobby and café seating area to be respectful of those watching the service in the lobby
- Attend Volunteer Central with your team or attend service
- Check in with your director or leader before leaving

Resources

	NAME	BEST WAY TO CONTACT
Team Lead		
Director		
Pastor of Guest Experience & Guest Experience Associate		
What should I do if I can't make it to serve the day of?		
What should I do if I can't make it and know in advance?	Decline your serving shift on the church management system and pick up a shift on another weekend if possible.	
What should I do in case of an emergency or injury?	<p>Tell the nearest staff person as soon as possible. They know who's trained in CPR/First Aid, and, if needed, can call 911 and give the accurate address and directions.</p> <p><i>For your awareness, all Eagle Brook locations have automated external defibrillators (heart starters). You aren't expected to know how to use one, but it's a good idea to at least ask staff where the closest one is to your serving area, just so you know.</i></p>	
How will I know if we are canceling services due to inclement weather?	Check your e-mail for any communication from Staff/Director/Team Lead or any Eagle Brook social media sites to find out if we are canceling services or not.	



Sites to Bookmark

Eagle Brook Volunteer Site

Need training? Can't find your serving calendar? Find more information here.

eaglebrookchurch.com/volunteers/

Church Management System Account

Ensure your contact info is up-to-date to stay connected and use it to view your schedule and connect with your team.

<https://my.eaglebrookchurch.com/>

Username:

Password:

Eagle Brook App

The app is the best place to stay connected beyond the weekend. You can catch up on message series for kids, students, and the weekend, find great Bible reading plans and growth resources, and engage with weekend extras. The app is available on all major mobile platforms including iOS and Android.

<https://www.eaglebrookchurch.com/media/app/>

RightNow Media

Think of it as the Netflix of spiritual growth! It's full of videos and Bible studies to make growing in your faith easier. Create a free account at the link below!

<https://www.eaglebrookchurch.com/next-steps/grow-in-faith/rightnow-media>

Congrats!

Starting something new can be intimidating, but you did it—and we're so grateful! Eagle Brook encourages everyone to grow in our five values. Serving can help us grow in these values to become people who:

Follow Jesus

Spend Time with God

Connect in Community

Serve Others

Live Generously

Your input and ideas are welcome, as are any questions you may have as you learn more about the ministry in which you serve. Thank you for serving others and being so generous with your time!

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