



COMMUNITY CHURCH

"Where no one walks alone"

STUDENT MINISTRY

Guest Services Strategy

OUR GOAL

We are a team of leaders who create welcoming environments so that students will be open to connecting with God and their peers.

7 WAYS TO WOW GUESTS

1. Be on time

arrive 30mins before service, prepare to stay
15mins after

2. Be in the right place

position yourself in the best place to help
guests

3. Be Presentable

wear your OCC shirt when you serve

4. Greet w/ a smile

Use the 10-4 rule. Smile at every guest within 10ft, verbally welcome
every guest within 4ft

5. Look guests in the eyes

non-verbal greeting shows guests that we see them & value them.

6. Go above & beyond

Go the extra mile to make sure every guests has a great experience

7. Be spiritually ready

pray for every student as they walk in. Pray for life change to happen.

STUDENT ROLE TEAM

CHECK IN

1. Smile and Welcome students
2. Check In every student using F1 system

HOST

1. Be friendly to new guests
2. Be Helpful to new guests
3. Be engaging to new guests
4. Be informative to new guests

GREETERS

1. Stand outside the door.
2. Smile, greet and meet.
3. Hold door for every guest

FIRST TIME GUEST

1. Help student or parent complete FTG form
2. Give new student a FTG gift
3. Connect new student to a host.

HYPE TEAM

1. Smile
2. Wave
3. Cheer
4. Direct guest to correct location

USHERS

1. Smile, greet, & seat people
2. Collect total Attendance
3. Re-adjust chairs after service