

Host / Hostess Training Guide

Hosts & Hostesses seek to ensure all visitors are joyfully welcomed into the worship center and treated as valued individuals. This team will serve communion and collect the weekly offering. Attendees will be assisted in finding a seat when worship center seating is limited and when the service is in progress. There are several aspects to the host / hostess position as described below:

Greeting: Making people feel welcome and appreciated.

- ✓ Smile, ensure that everyone in the worship center is joyfully greeted and made to feel welcome. "Good Morning" "Welcome" "Hi, I'm <name>"
- ✓ Prior to the service starting, you should be able to spend a little time talking with people. Once the music starts, your conversation will probably be limited to a smile and "Hi! May I help you find a seat?"
- ✓ Seek to learn (and remember) the name of anyone you don't know. Find out some information about them. Help everyone in your section feel that they are welcome, appreciated, and part of a small community – your section.
- ✓ Some things you might want to find out about (take notes if appropriate):
 - What are their names?
 - Do they have kids? (great lead in to kid's program)
 - Where do they live? Native or from out of state? Where?
 - Have they been attending Journey for long?
 - If new, how did they find out about Journey? Do they have any questions about the church?
- ✓ Avoid long conversations with friends and regular attendees. A visitor that gets "ignored" because we are having a conversation with our buddy will not feel welcome and may not come back.
- ✓ Smile and have fun!

Ushering: Assisting with seating needs while helping prevent worship service distractions.

- ✓ Prior to the service starting and when seating is wide open, people will probably want to find their own seat—that's fine and we will be doing more greeting than ushering at this point. (The only exception is for infants and small children as discussed below)
- ✓ Once the service starts, people usually appreciate help finding a seat: (smiling) "Hi! May I help you find a seat?" If there are seating options, let them know: "We've got some room in the front as well as some seats in the middle. Do you have a preference?" Often the person will have a seat already saved for them by a parent or spouse. "Let me know if I can help"

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International Olympic Committee

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