

FIRST IMPRESSIONS

** The purpose of this manual is to provide a clear and specific guide to guarantee the optimal operation and development of the department, in order to serve as an instrument of support and institutional improvement.*

PURPOSE

At Word of Life Church, our mission is to reach the lost, disciple the found, and empower the called. That means no matter where you are in your spiritual journey, we want to walk with you and we want you to walk with us as we all follow Jesus and participate with God in changing the world. Our mission starts with YOU! Serving on our First Impressions team supports our values of **SERVE** and **CONNECT** and is an extension of Word of Life.

SERVE TEAM OPPORTUNITIES

The First Impressions Team (FIT) is a family of volunteers who create a friendly, high-energy environment to welcome our guests to church, prepare guests for our worship service, and answer any questions our guests may have about Word of Life Church. FIT is comprised of two smaller teams. Although you will be trained in all aspects of first impressions, you will serve primarily where you are comfortable.

- ***Greeters***: Welcome every guest who comes to Word of Life Church and are stationed in specific areas including every entrance to the church.
- ***Guest Experience***: Can answer any question about Word of Life Church or find someone who can, provide tours of our church, collect guest information, distribute first-time guest gifts, and are readily available to help guests with their concerns - before or after the services.

POLICIES & PROCEDURES

- ***Smile***: Smiling immediately creates a friendly atmosphere!
 - ***Arrive on Time***: Huddle begins 30 minutes before the start of each service at the welcome desk.
 - ***Wear Your Welcome Badge***: You are set apart already, but this makes you easily identifiable to new guests.
 - ***Follow the Dress Code Guidelines***: Clean, modest clothing with no distracting words, phrases, or lengths.
 - ***Focus on our Guests***: Avoid huddling with your friends at length while at your post so you are available to welcome guests and answer questions.
 - ***Be Active***: You do not have to stand stagnant. Wave to our guests, dance with your sign, participate in worship at your post, or do whatever feels right for you.
 - ***Read/Watch the Weekly Updates***: The weekly update is our FIT family weekly communication on what's happening at WOLC. It lets you know what to expect for Sunday and what's on the horizon.
 - ***Guide our Guests***: If a guest asks where to find something, please walk them to their destination and avoid pointing.
 - ***Introduce Yourself***: If the opportunity presents itself, share your name and a little about how you found Word of Life Church.
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- **Share the News:** If a guest expresses interest in taking their NEXT steps with us (i.e. membership, baby dedication, water baptism, LifeGroup, serve team, Following Jesus, or needs pastoral care) guide them to sign up on the iPads.
- **Answer Questions:** When a guest has a question or concern, find the answer or find someone who has the answer.
- **Remember Why They are Here:** Everyone who walks through the doors is looking for an encounter with Jesus. Your smile and warm welcome are the starting point of their experience.
- **Remember Why You Are Here:** You are not here by happenstance. You came to serve, and you also came for the WORD.
- **Sit for Service:** Be sure that you enjoy service in the sanctuary. You may leave your post after the second worship song on Sundays. (During special events, you may leave your post at the start of worship). FIT Leaders will be around to relieve you.

FIRST IMPRESSIONS TEAM (FIT) LEADER RESPONSIBILITIES:

The responsibilities of the First Impressions Team Leader include:

- Arrive early enough to welcome your team to huddle.
 - Familiarize yourself with the leader weekly updates to ensure you are aware and knowledgeable of the current events at Word of Life Church.
 - Assign positions so that all areas are covered. Never send people away! There is always room for people and we are never truly “full.”
 - Ensure that all FIT family members are checked in.
 - Lead huddle. Huddle should begin promptly 30 minutes before the start of service.
 - Walk through all serving areas to ensure team members are in place and continuing to serve.
 - Pair new FIT family members with a leader to ensure they receive thorough 1:1 training for their first two services on the team.
 - Thank your team individually for faithfully serving.
 - Ensure that all resources are properly cleaned and sanitized before the next service, and returned to their proper place before leaving.
 - Complete SWOT.
 - Communicate with your team using your method of choice (i.e. GroupMe, text message, email, phone calls, Facebook) to encourage them throughout the week.
 - Communicate your questions, concerns, prayer requests, and praise reports to your staff leader/department head.
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- Make every effort to attend FIT events and FIT leader meetings when your schedule allows.
- Have FUN!

FIRST IMPRESSIONS TEAM (FIT) FAM RESPONSIBILITIES:

The responsibilities of the FIT family include:

- Arrive on time to huddle. Huddle begins promptly at 30 minutes before the start of service.
 - Familiarize yourself with the FIT weekly updates, so you know what is happening before you arrive on Sunday. Always ask your FIT leader if you have any questions or need additional clarity!
 - Once your position is assigned, please remain at your post with a smile on your face until the end of the second worship song and return to your post at the end of service (preferably just before the last prayer).
 - Communicate with your FIT leader or staff leader on any of the following: prayer requests, praise reports, not available to serve, or wanting to change your serve schedule or rotation.
 - Have FUN!
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