Peace Church Hospitality Ministry
Field Manual

The Hospitality Ministry is not one single team, but a banner under which a collection of teams gather. Each of these teams is critical to helping make a positive first impression on the people God brings through our doors. As Peace Church continues to grow, we want new people to feel warmly welcomed, removing any obstacles from their being fully integrated into God’s family. This document explains how we will seek to do this.

Core Values:
The Gospel is offensive (but we shouldn’t be!).
- Our church stands strong on God’s Word and unapologetically preaches a clear message: Apart from Jesus Christ, people are bound for an eternity in hell. In our world, this all-or-nothing message is offensive, just as Paul said to the church in Corinth (1 Cor. 1:18).
- Our goal is to make sure people are offended by the message we bring, not the welcome they receive!
- Seeking to provide top notch hospitality is not about meeting “consumer demands,” but paving the way for people to encounter the Good News.

Why do we serve?
- We serve our guests as a reflection of God’s generous hospitality to us through Jesus Christ.
- We serve well because we’ve been served well.
- We love well because we have been loved abundantly.
- We welcome because Jesus welcomed us into the Father’s family!
- We serve well because we want our community to provide the same level of hospitality that any one of us would want to give when having guests into our own home.

Why do we establish and maintain standards?
- We care about the details because every detail sends a message.
- As Walt Disney said, “Everything speaks.”
• We care about the details because each detail represents a clear answer to a guest’s potential question.

**Who should serve?**
• We want people to serve because they possess a passion for helping people feel welcomed into our community.
• We seek people willing to remember “It’s not about me” when they’re serving.
• We seek people who are willing to see themselves as one member of an important team, working together to achieve a common purpose.
• We seek people who possess gifts for their designated team.
• Our goal is that everyone who serves in this area will be able to serve once every 4–6 weeks. We know that might sound like a lot. Consider this: every week we are served in worship by musicians who often participate multiple times each month, requiring them to attend mid-week rehearsal and be at church from 7:00 AM–12:30 PM each time they serve!

**Teams Addressed:**
• **Coffee Fellowship Team:** Responsible for setting up beverages and food before/after worship services, creating an atmosphere of excellent hospitality.
• **Food Fellowship Team:** Responsible for setting up beverages and food for special events, QLT, and New at Peace, creating an atmosphere of excellent hospitality.
• **Meal Ministry Team:** Responsible for creating meal sign ups and helping coordinate meals for those in the church who have had recent hospitalizations, health issues, or babies.
• **Greeters Team:** Responsible for offering an initial greeting as people come through the doors, helping point new people over to the Welcome Center.
• **Bulletin & Ushers Team:** Responsible for handing out bulletins, offering to usher people to a seat as the worship center fills, and opening doors for people to enter the worship center after the service begins.
• **Welcome Center Team:** Responsible for warmly welcoming new people, ascertaining their needs, gathering key information from them, and walking them over to where they need to go.
• **Children’s Ministry Greeter Team:** Responsible for warmly welcoming new families and children, ascertaining their needs, gathering key information from them, assisting with Fellowship One set up/sign-in, and walking them over to where they need to go.
• **Set Up/Event/Decorating Team**: Responsible for assisting with the planning, execution, and set up of events for the church and outreach. A variety of needs exist with this team—from those who have vision for decorating, to those who are organized planners and those who like to help set up for events.
• **Parking Greeter Team**: Responsible for welcoming visitors and assisting with parking lot flow.

**Team Protocols: Coffee Fellowship Team**

**Team Purpose**: Responsible for setting up beverages and food before/after worship services, creating an atmosphere of excellent hospitality.

**Volunteer Profile**: The person who volunteers for the Coffee Fellowship Team won’t need to interact with many visitors directly. They should be motivated to ensure our presentation of beverages and snacks looks top-notch. They should be dependable, showing up on time and providing a consistent presentation.

**Frequency**: Every 6–8 weeks

**Team Members**: 2 per Sunday (3–4 when snacks served)

**Start Time**: 45 minutes before first service (7:15 AM)

**End Time**: 20–30 minutes after the 9:30 AM service (10:30 AM)

**Basic Instructions**:

• Prepare and set up/out beverages and food. Coffee, tea, hot chocolate or lemonade, the cups, stir sticks, and beverage condiments.
• **Hot Chocolate**: October–April
• **Lemonade**: May–September
• All beverages and food should be in place no later than 20 minutes before the worship service.
• Serve both in Commons Area and Kitchen serving window.
• After both the 8:00 service (approximately 9:10) and then after the 9:30 service (approximately 10:20), refill Commons Area coffee with the extra coffee from kitchen.
• Close up kitchen serving window, clean coffee pots and kitchen area.
• The first Sunday of each month is cookie Sunday. Prepare 3–4 trays of cookies and place on round tables outside kitchen window after the 8:00 service.
• On Sundays with Profession of Faith, assist in serving cake.
• Coffee pots turned off by Safety Team and cleaned by custodial staff
Team Protocols: Food Fellowship Team

**Team Purpose:** Responsible for planning, coordinating, and setting up beverages and food before/after special events, Quarterly Leadership Training, and other miscellaneous church functions as needed.

**Volunteer Profile:** The person who volunteers for the Food Fellowship Team will not need to interact with many visitors directly. They should be dependable, showing up on time and providing a consistent presentation.

**Frequency:** Every 6–8 weeks or as needed (Minimum of quarterly)

**Team Members:** 6–8 (as needed)

**Basic Instructions:**
- Prepare and set up/out beverages and food for special events, Quarterly Leadership Training, and other various ministry events.
- This team is scheduled and requested to serve on an as-needed basis as opportunities arise.

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Team Protocols: Meal Ministry Team

**Team Purpose:** Responsible for creating meal sign ups and helping coordinate meals for those in the church who have had recent hospitalizations, health issues, or babies.

**Volunteer Profile:** The person who volunteers for the Meal Ministry coordinator position would be responsible for being aware of the meal needs of the church congregation. The Meal Ministry coordinator would create a meal sign-up that coincides with the needs of the congregation and share and distribute that sign-up with the Meal Ministry Team.

**Frequency:** Every 6–8 weeks or as needed

**Team Members:** 1 coordinator, volunteers willing to make meals (as needed)

**Basic Instructions:**
- A sign-up is created and shared with those on the Meal Ministry team for those in need of meals within the church.
- Members sign up for when they are available to bring a meal to that person or family.

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Team Protocols: Greeters Team

**Team Purpose:** Responsible for offering an initial greeting as people come through the doors, helping point new people over to the Welcome Center.

**Volunteer Profile:** You won’t need to have a college degree in small-talk to serve on this team! You just need to be ready to greet people with a warm smile and a “Good Morning!”

**Frequency:** Every 6–8 weeks
Team Members: 2  
Start Time: 20 minutes before service start time (7:40–8:00 AM; 10:40–11:00 AM)  
End Time: 20 minutes after service end time (9:10–9:30 AM; 12:10–12:30 PM)  
Basic Instructions:  
- Arrive early enough to retrieve your lanyard and move into place by your start time.  
- Two team members should man each side of the glass double doors.  
- As people enter, greet them with a smile and “Good morning,” holding the door open for them.  
- Please avoid engaging in conversation with people. We know that sounds rude! But your role is to help people feel welcomed with a smile and greeting. Longer conversations will create a logjam in the door.  
- If necessary, explain to friends that on days when you’re serving, “I have to focus on serving” and can’t hang out and talk.

Team Protocols: Bulletin & Usher Team  
Team Purpose: Responsible for handing out bulletins, offering to usher people to a seat as the worship center fills, and opening doors for people to enter the Worship Center after the service begins.  
Frequency: Every 6–8 weeks  
Team Members: 2  
Start Time: 20 minutes before service start time (7:40–8:00 AM; 10:40–11:00 AM)  
End Time: 20 minutes after service end time (9:10–9:30 AM; 12:10–12:30 PM)  
Basic Instructions:  
- Arrive early enough to retrieve your lanyard and move into place by your start time.  
- As people enter, greet them with a smile and “Good morning,” handing them a bulletin.  
- As the room begins to fill, 2–3 Deacons will be looking for available seating.  
- Your team should offer to help people find seating, “Can I help you find a seat?” If the person responds yes, bring them over to one of the designated Deacons who will be wearing an “Usher” lanyard.  
- Immediately after helping the person/family, move back into position.  
- At the service start time (8:00, 9:30, 11:00), shut the worship center doors, with two of your team members positioned outside (in the commons area) to open doors for people entering late. Greet people with a smile and “Good morning,” and open the door.
• The two members who remain in the Worship Center are responsible for handing out a bulletin and connecting people who need seating with a Deacon.
• When your end time arrives, please return your lanyard.
• Please avoid engaging in conversation with people. We know that sounds rude! But your role is to help people we welcomed with a smile and good morning. Longer conversations will create a logjam in the door.
• If necessary, explain to friends that on days when you’re serving, “I have to focus on serving” and can’t hang out and talk.

Team Protocols: Welcome Center Team
Team Purpose: Responsible for warmly welcoming new people, ascertaining their needs, gathering key information from them, and walking them over to where they need to go.
Frequency: Every 3–5 weeks
Team Members: 3
Start Time: 20 minutes before service start time (7:40–8:00 AM; 10:40–11:00 AM)
End Time: 20 minutes after service end time (9:10–9:30 AM; 12:10–12:30 PM)
Basic Instructions:
• Please wear your team shirt on the days you’re designated to serve.
• Arrive early enough to retrieve your lanyard, ensure your station is prepared and be in place by your start time.
• One team member should stand close to the middle of the commons area, looking for people who might need a hand, inviting them over to the Welcome Center.
• That team member should engage the individual/family in conversation. You can start with, “I don’t think I have had the pleasure of meeting you yet!” Here are some important questions you can use:
  o “How long have you been attending Peace Church?”
  o “Are you from the area?”
  o “Are you aware of the programming we have for kids during the service?”
  o “Are there any questions we can answer?”
• Another team member should present the individual/family with one of our first-time guest bags and ask them to fill out a Guest Info sheet. If they ask, simply explain that it’s a way for us to follow up with them, answering any questions they might have. Explain that they will not be put on a mailing list or receive a visit. The information you gather is a CRITICAL part of our ministry staff’s ability to follow up with them.
• Please place all collected Guest Info sheets in the provided manilla envelope.
• If they have children who need to be registered, walk with them over to the children’s check-in station and hand them off to the volunteers there.
• Also look for any other ways to help. For example: Do they need to know where coats are hung up? Restrooms?
• If necessary, explain to friends that on days when you’re serving, “I have to focus on serving” and can’t hang out and talk.

Team Protocols: Children’s Ministry Greeter/Host

Team Purpose: Responsible for warmly welcoming new families and children, ascertaining their needs, gathering key information from them, assisting with Fellowship One software, and walking them over to where they need to go.

Frequency: Every 3–5 weeks

Team Members: 2

Start Time: 20 minutes before service start time (7:40–8:00 AM; 10:40–11:00 AM)

End Time: 20 minutes after service end time (9:10–9:30 AM; 12:10–12:30 PM)

Basic Instructions:
• Please wear your team shirt on the days you’re designated to serve.
• Arrive early enough to retrieve your lanyard, ensure your station is prepared, and be in place by your start time.
• One team member should stand close to the middle of the Children’s Ministry Wing commons area, looking for people who might need a hand and inviting them over to the Ark.
• That team member should engage the individual/family in conversation. You can start with, “I don’t think I have had the pleasure of meeting you yet!” Here are some important questions you can use:
  ○ “How long have you been attending Peace Church?”
  ○ “Are you from the area?”
  ○ “Are you aware of the programming we have for kids during the service?”
  ○ “Are there any questions we can answer?”
• Another team member should present the individual/family with one of our first-time guest bags and ask them to fill out a Guest Info sheet if they haven’t had the chance to do so (at the Welcome Center). If they ask, simply explain that it’s a way for us to follow up with them and answer any questions they might have. Explain that they will not be put on a mailing list or receive a visit. The information you gather is a CRITICAL part of our ministry staff’s ability to follow up with them.
• Please place all collected Guest Info sheets in the provided manilla envelope.
• If they have children who need to be registered, assist them with Fellowship One, signing in and showing them where they need to go.
• Look for any other ways to help. For example: Do they need to know where coats are hung up? Restrooms?
• If necessary, explain to friends that on days when you’re serving, “I have to focus on serving” and can’t hang out and talk.

**Team Protocols: Set Up/Decor/Event Team**
**Team Purpose:** Responsible for assisting with the planning, execution, and set up of events for the church and outreach.
**Volunteer Profile:** A variety of needs exist with this team—such as (but not limited to) vision for decorating, organized planners, and set up for events.
**Frequency:** Every 6–8 weeks or as needed
**Team Members:** Event coordinator, volunteers willing to help with decor, set-up team
**Basic Instructions:**
• Those who are on the Event Team will be contacted when a need arises, and if they are interested and available in assisting with the event, the coordinator will help communicate the needs as the event is planned.

**Team Protocols: Parking Greeters Team**
**Team Purpose:** Responsible for offering an initial greeting as people come into the parking lot and assisting both visitors and regular attendees with finding parking spaces as needed.
**Volunteer Profile:** Be ready to greet people with a warm smile and a wave while helping visitors and attendees find a spot to park if they are arriving during peak times.
**Frequency:** Every 4–6 weeks
**Team Members:** 2
**Start Time:** 20 minutes before service start time (7:40–8:00 AM; 10:40–11:00 AM)
**End Time:** 20 minutes after service end time (9:10–9:30 AM; 12:10–12:30 PM)
**Basic Instructions:**
• Arrive early enough to retrieve your lanyard and move into place by your start time.
• Two team members should man each side of the double glass doors.
• As people enter, greet them with a smile and a wave. Assist people with finding a parking space and direct traffic as needed during peak times.
• Please avoid engaging in conversation with people. We know that sounds rude! But your role is to help people feel welcomed with a smile and greeting. Longer conversations will create a logjam in the parking lot.
• If necessary, explain to friends that on days when you’re serving, “I have to focus on serving” and can’t hang out and talk.

First-Time Guest Follow Up:
On Monday:
• The office will retrieve all Guest Info sheets collected by the Welcome Center team and placed in a manilla envelope at the Welcome Center.
• An email will be sent out from the front office to all visitors. The text of the email will be

  Dear [NAME],

  We just wanted to touch base and thank you for visiting Peace Church yesterday. It is our prayer that you enjoyed your visit and felt warmly welcomed. We know that finding a church home can be a challenging process. If there is any way we can help answer questions about our community, don’t hesitate to ask. We encourage you to check out our church website, where you’ll find answers to most of the questions people ask.

  Also, we want to invite you to our next “New At Peace” meeting. These happen a few times each year. You’ll have a chance to meet Pastor Adam, hear a little bit more about our church community, and ask any questions you might have about Peace. Our next “New At Peace” meeting will be [DATE].

  God Bless,

  Mandy Bowerman
  Hospitality Coordinator

• The office will also ensure that there are at least 10 gift bags available at the Welcome Center each week.

On Tuesday:
• The office will provide a typed list of all visitor names and contact information to the Hospitality Coordinator. This list should also include any family information.
• The Hospitality Coordinator will phone the visitors by the end of the week, making sure they received an email, personally welcoming them, and inviting them to attend the next New At Peace meeting.
By the end of the week:
  • The Hospitality Coordinator will send a brief follow-up email. This email should also include an invitation to the next New At Peace meeting (with a link to the event on our website).

Guest Gift Bags:
  • The Communications Director is responsible for designing these gift bags, ordering necessary materials, and providing all files to the front office for printing/cutting, etc.
  • The office is responsible for maintaining these gift bags and ordering any new materials according to the design provided by the Communications Director.
  • The bags should include: a welcome brochure that highlights five basic things about Peace; an in-house booklet by Pastor Adam, “What is the Good News?”; a nice acrylic tumbler; and an invitation card to “New At Peace.”

Guest Info Sheets
  • The Guest Info sheet layout will be designed by the Communications Director and should include the following information:
    Date:
    Your Name:
    Spouse’s Name (if applicable):
    Children/Ages (if applicable):
    Best Phone #:
    E-mail:
    Zip Code:
  • We are intentionally limiting the amount of information we’re requesting. This is done both to keep the process of check-in flowing as well as to indicate that we are not seeking too much personal information. Our only hope is to be able to better assist them and answer their questions.
  • The office is responsible for ensuring that at least five clipboards with copies of the Guest Info sheet are at the Welcome Center each Monday.

Commons Area Set Up:
  • Due to the limited space we have in the commons area, we will need to be very strategic in our use of space. Ministry tables will no longer be placed in the commons area, but instead will be set up inside the worship center. Any ministry that wishes to set up a table must coordinate with the office.
  • A coffee/snack bar will be placed along the library wall.
- The Welcome Center station will be placed along the women’s bathroom wall. This station will only have materials related to the first time guest: Guest Info clipboards/sheets and gift bags.
- A pop-up sign (or other effective sign) that reads “First Time? Visit the Welcome Center” will be placed near the center of the commons area.
- “Peace Central” will be placed across from the mailboxes. This station will include relevant information about current Peace events (e.g. *Tidings of Peace*, library cards, sermon series invite cards, etc.).

**New At Peace**
- At least 3–4 times per year, Pastor Adam will lead a “New At Peace” gathering between the second and third service (starting at 10:30 AM). Pastor Adam will offer a 15-minute overview of Peace Church then open the floor to questions. It’s a “meet and greet” opportunity for people who have been checking out our community.
- This event will be promoted on our website, allowing people to register. It will also be promoted with a verbal announcement, bulletin, and a pop-up sign outside the classroom being used.
- Refreshments will be served inside the room.
- This should take place inside the Upper Lounge. This space should be reserved for New Member classes and “New at Peace” gatherings.