



# Weekend Host Manual

*In every weekend service, we endeavor to create an atmosphere that makes any guest that might walk in the door feel welcome. One of the many ways we outwork this is by our seating and welcoming hosts. Here you will find the requirements and protocols of a member of our hosting team.*

# HOSTING CULTURE

*“I would rather be a doorkeeper in the house of my God than in the tents of the wicked.” Ps 84:10*

## HOSTING IS ABOUT EXCELLENCE

*We serve a HOLY GOD. He is more glorious, spectacular & amazing than anything! **HE DESERVES OUR BEST.** We want to build a church which reflect the Excellency of our God!!*

### 1. EXCELLENCE IN APPEARANCE

- o FIRST IMPRESSIONS LAST - We are one of the first teams which people see when they enter the building. The way we present ourselves actually has an effect on the way people perceive our church and engage with the service as a whole.
- o Make sure you are well groomed
- o Our team should reflect unity & uniformity - wear black!

### 2. EXCELLENCE IN SERVICE

**1 Peter 4:10** - *“Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms.”*

- o We are not here to enforce rules. We are here to SERVE PEOPLE. If a particular rule is actually causing problems in serving a particular person find solutions and work around the rule!
- o It’s about GOD + PEOPLE. If we do our role right, we are helping people connect with each other, and connect with God.
- o Be aware!! Know where everything is!!
  - Toilets, Parenting Rooms & Kids facilities

### 3. EXCELLENCE IN ATMOSPHERE

- o Attitude affects atmosphere!
- o How we approach serving God every Sunday morning can affect those we serve. If we are tired and grumpy, people will see it in our speech, body language and attention to detail.
- o We try seat people together to build atmosphere in the service & create opportunities for people to make a connection with each other and with God

<b><i>JOB PROFILE</i></b>
<b>Position:</b> Hosting Team Member
<b>Purpose:</b> To facilitate a great experience for the congregation by greeting them as they enter the church and then seating them, so as to build an atmosphere of home, connection and care in the service.
<b>Hours:</b> 1 Hour before and 30 mins after service.
<b>Skills to be demonstrated in this role will include:</b> Effective communication and listening skills, as well as conflict resolution and relational people skills.

# HOSTING HOTSHEET

## 1. Call Time

- For most services, the call time is 60mins prior to the start of the service.
- For services where communion is taken call time is 90 minutes prior to the start of the service.
- It is important that we make our best effort to be there at the required call time. This ensures that the seat drop is done in time for the prayer meeting and other tasks can be completed if necessary.
- Call times for Sunday services are as follows:\*\*

Service	Call time
9am including communion	7:30am
9am	8:00am
11am including communion	9:30am
11am	10:00am

\*\* Service times are subject to change, and therefore the call times will be shifted appropriately.

## 2. Prayer Meeting

- The hosting team is required to attend the volunteer prayer meeting 45 minutes prior to each service. See your leader for details.

## 3. Uniform

- Black collared shirt, blouse or t-shirt
- Black trousers, skirt or jeans
- Black enclosed shoes (no thongs or heels)

## 4. Service Setup

9:00am Service

- This includes:
  - Setting out the chairs and seat drop and doing any other tasks as directed by your team leader
  - Set out three sections, centre, left and right with an aisle between.
  - Set out five rows in the centre section starting with 10 chairs adjacent to the stage and adding two chairs for each subsequent row.
  - Start with four rows in the left and right sections. Add extra rows as required

- o Left and right sections to start with five chairs in the row adjacent to the stage and add one chair for each subsequent row up to eight chairs maximum..

11:00amService

- o Tidy chair alignment to adjust any that have moved.
- o Refresh seat drops and doing any other tasks as directed by your team leader

#### 5. Hosting during service

- Show people to available seats, **SMILE & be enthusiastic!** Remember we are hosting people & welcoming them into Gods house!
- Know where your gaps (spare seats) are at all times! Know your section well!
- Communicate effectively to your team leader.

#### 6. Offering

- Make sure you are present at your side of the auditorium when the offering message begins.
- As soon as the Pastor prays, head into your positions at the front of the auditorium.
- **Hand out:** start from the right front of the auditorium, passing to the left, and make your way to the back row. Containers should progress across the Auditorium.
- **Collection:** start from the left front of the auditorium, collecting from the front, and make your way to the back row.
- **Make sure any part rows set out at the back are served.**
- Two hosts to collect all containers and transfer the offering to a single canvas bag outside the auditorium as soon as the offering collection is complete.
- Two hosts to transfer the money upstairs to the office

#### 7. Alter Call

- Position yourself at the rear of the auditorium when the speaker asks everyone to bow their heads
- New decisions will normally be recorded by a member of the New Christians team but keep a watch in case someone is missed.
- Indicate any new decisions if requested by the New Christians team to their team leader if asked.

#### 8. Head Count

- If requested during the service assist the Events Team with head count
- Head Count Team leader will advise how the head count will be done. (if you're counting heads or empty seats).

#### 9. Transition from 9:00am to 11:00am Service

- The seating arrangement from 9:00am to 11:00 am service should require little or no adjustment unless hosts are aware of any possible increase or decrease in attendees.
- refresh seat drops
- Clear any rubbish such as shredded paper, coffee cups or water bottles
- Lost property return to Information desk in the foyer

#### 10. Tidy Up after 11:00 am Service

- Collect any seat drops, sort them & return to the storeroom
- Pick up any rubbish that has been left (i.e. Water bottles ....)
- Pack up all chairs that have been put out.
- Stack height for chairs to be maximum of 10.
- Any other duties that may be requested by your leaders

#### 11. Communion

- Communion preparation starts with the preparation of the chevrons containing the communion emblems
- 12 chevrons are stored in the kitchen cupboard labelled host team.
- For most communion services 9 or 10 chevrons should be sufficient. Each chevron holds 28 cups.
- Cups are usually stored in the bathroom cupboards.
- After each communion ensure there are sufficient cups available for future services. If not order more cups if need be.
- Fill cups and load into the chevrons. Bread needs to be cut into small cubes to place on the chevrons. Scissors are the easiest tool to use to cut the bread.
- Make sure chevrons are prepared well before the service and stack them in the kitchen covered with paper towel.
- Hand out trays starting from the end of your section closest to stage and heading towards the back of the Auditorium.
- Trays can be passed along each row from the end.
- Start from one end and collect at the other
- For each service two hosts should hand out the chevrons and collect as noted.
- Collect empty cups from rows with two hosts each using a black bucket.
- At the end of the 9:00am service collect all chevrons and return to the kitchen. One host member should top up the chevrons ready for the 11:00am service while the rest return to the auditorium.
- After 11:00am service collect all chevrons clean, dry and store. All used cups should be emptied and disposed of.

#### 12. Lost Property

- Any personal items found when cleaning up after the service are to be taken to the Information desk.

- If you are asked by your team leader to release saved seating during the service, **DO NOT REMOVE PERSONAL ITEMS FROM THE GENERAL AREA**. Scarves can be pulled back to one seat but NOT REMOVED. Please wait for instruction from your team leader before doing this in a service.

### 13. Prams

- When encountering some parents with a pram, our goal is to make sure they are aware of the parent's room and use it as a preference. If they want to be in the main auditorium try to seat them at the end of a row near the rear of the auditorium. Ensure they can move from the row to the parent's room easily if necessary. *(We do this to prevent hazards in the event of an evacuation, and to ensure the safety of the parent and their child.)*
- Monitor the child's behaviour during the service and if the child is distressed or disturbing others around it, suggest to the parent that the parent's room may be more comfortable place for the child and parent. *(Remember we are trying to provide an enjoyable experience for the parent and child as well as the rest of the congregation.)*

### 14. Coffee/Drinks in the Auditorium

- Our goal with people trying to take drinks into the auditorium is to do our best to make sure people finish their drinks OUSTIDE the auditorium before they enter to go and get a seat.

### 15. Photography

- If you see someone in your section or somewhere nearby taking photos or video of the service, it is important you approach the person, and ask them not to take photos or video in the service.
- *NOTE: The reason is because it is people's private worship time, and we don't want to disturb or distract people.*

### 16. Communication

- Ensure you are thoroughly briefed prior to the service by your team leader
- During the service maintain regular eye contact with the team leader as the sound during the service may prevent audible communication.

### 17. Evacuation procedures

Each team will be responsible for helping with the safe and secure evacuation of the auditorium. Hosts should take responsibility for the areas of the building as follows:

- **Auditorium** -
- **1<sup>st</sup> Floor Toilets Male and Female**
- **Garage**
- **1<sup>st</sup> Floor - Offices**
- **1<sup>st</sup> Floor Multi-purpose (All stars)**
- **1<sup>st</sup> Floor Children's Room**
- **Foyer** - STAY IN FOYER, Open all doors. Ensure crowd is moving safely toward emergency assembly area.

Communicate with your team leader who will direct you to evacuate particular areas of the building.