



Bus Host Team Overview

A comprehensive overview of the Bus Host Team role and responsibilities for a weekend service. You will get the insight into how the team operates, where they create an inviting and welcoming atmosphere for those who ride Hillsong buses to church.



BUS HOSTS TEAM OVERSIGHT

Creating an inviting & welcoming atmosphere for every person who joins Hillsong Shuttle Buses before and after the service.

Responsibilities

- To meet and greet people at Central Station, answering questions and inspiring them to take Next Steps.

Pre-Service Commitments

- Attend NPN meeting at 5:40pm – 6:00pm.
- Brief Bus Host team members at 6:00pm – 6:10pm and ensure people know where they are positioned.
- 6:15pm team to catch the first bus to Central.
- Direct team to go to their positions on the footpath at Central.
- Ensure team are greeting genuinely and welcoming people on queues waiting for the bus.
- Ensure suspicious or dangerous persons are identified to security and or venue control immediately. Keep your team members and congregation safe!
- Organizing umbrellas in rainy days (Walk people to/from their cars, walk people to/from buses, etc.).
- Engage in conversations about Connect Group and Volunteering.
- Liaise with Row Connectors Team to help connecting New People and those not yet connected to church.

In-Service Commitments

- Every team member to join the service after last bus arrives from Central.
- Contribute to friendly, faith-filled and expectant atmosphere.

Post-Service Commitments

- Continue connection with people met before or during the service.
- Have umbrellas in rainy days (Walk people to/from their cars, walk people to/from buses, etc.).
- Team to help out at the Bible Pick Up desk and/or Welcome Lounge meeting New Christians and New People.
- Liaise with Bust Drivers to announce when the last bus is leaving (*Last bus should not leave before 9:20pm).
- Fill out Bus Host Team Reports including:
 - Volunteer Attendance on MyHillsong
 - Bus Host Team Service Report (i.e. Highlights, Opportunities and Stories to NPN oversight)



Mid-Week Commitments

- Follow Up of New People and/or New Christians.
- Pastoring of team.
- Ensure team positions filled each week & Rosters positioning charts: including having contact details of all team members and supplying team members with a point of contact to notify in advance of team absenteeism.
- Development of Plans and Strategies.
- Recruiting, allocating & training new team members.
- Raising up new leaders (e.g. ensure you raise a 2IC).

Key Performance Indicators - KPI's

- Team Attendance **vs.** Ideal team size (Goal = _____)
- # of connections from team passed on to Concierge/Row Connectors **vs.** (Goal = _____)
- # of people joining Connect Groups and/or Volunteering **vs.** (Goal = _____)
- % of successful contacts of NP/NC on Follow Ups **vs.** (Goal = _____)

Desired Outcomes

- To purposefully engage in conversations that will facilitate the following:
 - New People making a public confession of their faith (Decisions & Baptisms).
 - New People growing in their faith (Alpha Course).
 - New People joining a community of believers (Connect Group).
 - New People growing in maturity by serving others (Volunteering).
- Ultimately, we want to produce Christ-like disciples that will exemplify what it is to be a follower of Jesus Christ.

Our Mission

To reach and influence the world by building a large Christ-centered, Bible-based church, changing mindsets and empowering people to lead and impact in every sphere of life.