

Welcome Center Procedures

Hours:

- Shifts are from 7:30 to 10:00 AM (early) and 10:00 AM to 12:30 PM (late).
- Each shift should be covered by at least two people (that leaves one person there to do the greeting in case they need to show someone the way to worship, Sunday school, etc. and two people for heavy volume times).
- Volunteers should plan to attend the worship service opposite their shift (will be able to catch most of Adult Bible Study, if it's in the Community Room), or listen to the service through speakers in the Community Room (OK to slip away for communion).

Set up:

- Please have everything set out by 7:40 AM.
- The following should be set out on top of the Welcome Center: Guest Information packets, 101 flyers, a few gifts, some Guest Information Cards and pencils/pens.
- The Welcome Center Resource Book and maps are located just under the shelf; all other supplies are in drawers and cabinets of the Welcome Center. Please familiarize yourself with the resources available.
- Nametags are located in small plastic drawers near the Resource Book. Be sure to put yours on prior to serving and return it after your shift so it does not become misplaced. Try to keep the nametags in alphabetical order so they can be located easily. If your nametag is missing, please contact Pam Erbes for a replacement.
- Contact Pam Erbes (303) 722-5613 or Marion Tolch (303) 755-6793, if any supplies are low after your shift.

Greeting people:

- Check to see who the Greeters are during your shift; compare notes with them and ask them to direct guests to the Welcome Center (before or after service, whatever is comfortable).
- Stand in front of the table, as people come in to the service you're covering.
- Refer to notes from Pastor Michael's 3/30/04 training session (in Resource book) for information and ideas. If you need a copy of notes from this training session, contact Pam Erbes (303) 722-5613 or Marion Tolch (303) 755-6793.

Resource book:

- A Resource Book for the Welcome Center is located at the Welcome Center, as described above.
- Currently it has:
 - Copies of procedures
 - Notices of upcoming events (if applicable)
 - A listing of Sunday School class locations
 - Greeter and Welcome Center schedules

- Job descriptions for Greeters and Welcome Center hosts
- Welcome Ministry contact info.
- Training notes
- Recent minutes

Information cards:

- We hope that people will stop and fill out a Guest Information Card or return a completed Card to the Welcome Center after the service. Be sure to give them a gift and a packet of information. If they are a guest and for some reason do not want to fill out a card, give them a gift and a packet anyway.
- After your shift, put all Guest Information cards that you collect into Stephen Weems' mailbox.
- If there are any cards that need immediate attention, talk to Stephen, the elder on duty or Pastor Michael.

Gifts:

- Gifts that will be given out at the Welcome Center are located in upper left-hand "cubbies" of the Welcome Center or in the front pocket of the Resource Book (Java Café certificates). Note that there are books to be used as gifts for children of guests; some of these are seasonal.

Putting away:

- After the late service, all Welcome Center supplies should be returned to the appropriate places in the Welcome Center.
- Be sure that anything edible is in the "Safe Storage" bin located in the cabinet underneath the Welcome Center.
- Tidy up/wipe crumbs off surface of Welcome Center table.
- Return nametag to drawer in alphabetical order.
- If anything has been left at the Welcome Center that does not belong, turn it in to the office as "lost and found" or dispose of it, as appropriate.

THANK YOU FOR YOUR WILLINGNESS
TO SERVE HIM BY WELCOMING OUR GUESTS!!!