

Atrium Host Role Description

Purpose: The purpose of the Atrium team is to love in tangible ways by welcoming, greeting and transitioning people to other environments (Auditorium, Kidzone, Youth Lounge, etc.) Our win, in ALL guest interactions, is to make guests feel welcomed and valued with a smile and eye contact, a sincere greeting, and the door held open for each one.

We do this by:

- Having positive body language, by smiling, making eye contact, standing with good posture and facing the guest.
- By greeting each person with a “hello”, or “welcome to the bridge” or “good morning”. If you are good with names that will impact a returning guest significantly!
- By greeting every member of the family – kids love a “high 5” or a “fist bump”!
- Opening the door for every guest that comes into the building.

While you are serving:

- Open the door from the outside of the building so guests have wide open access and don't have to squeeze past you.
- Greet each person with a smile, and let them lead toward other greetings (handshake, hug, high five).
- Be on the lookout for anyone who looks lost and/or new and introduce them to the Connections team.
- When asked for directions to an environment, always take the time to escort the guest. We never want to “point” our guests in the right direction. You can also introduce them to the Liaison on the Atrium team if you are unable to walk the guests where they need to go.
- Please greet late arrivers until 20 minutes following the start of service to ensure latecomers know they are welcome.
- Please return to your position 5 minutes before the service ends to say, “Thanks for coming” or “Have a great week” and hold the door open as they leave.

Rain Plan – in case of rain, at least one of the hosts at the main front doors should meet guests at their car with an umbrella, while the other host holds the door open. Rain or snow, we are committed to opening doors for our guests. If they have ventured out in the weather, we can also venture out with umbrellas and open doors.

Atrium Host- Liaison Role Description

Purpose: to demonstrate love in a tangible way by identifying and welcoming newcomers, personally transitioning them to the Connection Center and other environments, and “wowing” them with attentiveness and hospitality.

How We Do This:

- Be on the lookout for first-time guests – people who don’t look comfortable or who have the “Where do I go?” look on their faces.
- Engage in conversation with first-time guests and take them exactly where they need to go while giving them the appropriate information for each environment or for the church as a whole.
- Inform them of the café, the free tea and coffee, and invite them to take one into service with them.
- Personalize how you serve them in any way possible.

While you are serving:

- Please stay at your position until 20 minutes into the service. Please refrain from talking to friends or other volunteers as you will miss the people walking by. People move quickly in this area!
- When you meet first-time guests, offer them a Connection Card escort them to the Connection Center team. If it happens before 9:15am service ask them to fill it out during service and find them after service to take them to the Connection Center.
- Communicate with another Atrium Host if you are leaving your position to take someone to another area so that they can watch for first-time guests while you are gone.
- Collaborate with Connections Team to ensure all newcomers are approached and supported.

Auditorium Host Role Description

Purpose: The purpose of the Auditorium team is to give the guests our attention, including a warm welcome and an orderly, distraction free worship experience, through greeting, seating and facilitating service elements.

Our win, in ALL guest interactions, is to demonstrate love in a tangible way by giving the guests our full attention in our body language and welcome, opening doors as they arrive and depart throughout the service, and seating guests as they arrive.

We do this by:

- Welcoming guests with positive body language (smiling, good posture, facing the guest, attentive) as they walk into the auditorium.
- All guests both entering and leaving the auditorium will have the door opened for them. No guest should open a door for themselves.
- Ten minutes before service starts and as service is going, auditorium hosts will personally help guests find a seat. Some will not want you to, but please do anyway! This is a way of maintaining a distraction free environment both for the guests being seated and for those on the platform.

While you are serving:

- Remember to face the guests entering the auditorium which means facing away from the stage
- One host will remain outside the main auditorium doors until 20 minutes into the service, handing the guest a bulletin and opening the door for them to enter.
- There will always be a host right inside the door, facing the guest and ready to usher them to a seat.
- Seat guests in the front sections first, and early into the service. Have an idea of seats that are available at any given time in your section.
- Keep the reserved seats for those they are reserved for.
- Seat guests with small children away from the front (with the exception of baby dedications)
- Once the message has started, do not seat guests at the front.
- One host will remain at each door throughout the service to hold the doors for those leaving the service, or any latecomers arriving.
- If guests have gathered along the back wall, quietly walk them to available seats.
- As the service ends, doors are opened and all guests are released with a “Thanks for coming” or “Have a great week”.
- Please assist in cleaning up the auditorium post-service and take any lost and found items to the Info Centre.

Hub Café Host Role Description

Purpose: The purpose of the Hub Café team is to create an environment where warmth and hospitality are experienced as people gather in a casual, friendly atmosphere. To engage with our guests and individuals who use the café including offering support, free samples and open conversation.

Our win, in ALL guest interactions, is to demonstrate love in a tangible way by making guests feel welcomed and valued with a smile and eye contact, a sincere greeting, and an introduction and short conversation.

We do this by:

- Having positive body language by smiling, making eye contact, standing with good posture.
- Tasks never taking priority over people.
- By greeting each person with a “Hello” or “Good Morning” and “How may I help you? If you are good with names, that will impact a returning guest significantly!
- Introducing yourself and initiating a conversation with a first time guest presenting a Hub coupon. “Is this your first time here?” “How did you hear about the bridge?”
- Always thanking each person for coming, and inviting them back again.

While you are serving:

- Arrive in time to prepare or refill the food / beverages, so you can be attentive to the guests when they arrive.
- When asked for directions to an environment, always take the time to escort the guest. We never want to “point” our guests in the right direction.
- If you see someone alone, greet them and have a short conversation. Connect them to someone if possible.
- Be on the lookout for anyone who looks lost and ask if you can assist them. Limit conversations with friends or other volunteers to those times that there are not many guests present. Please, never let the guest think that they might be interrupting your private conversation.
- Arrange the food and beverage areas attractively.
- Refill during slow times so you can be attentive to the guest during the busy times.
- Maintain cleanliness of serving and eating areas. Leave the Hub clean and orderly following each shift.
- Know the policies and procedures for good handling and safety.

Parking Host Role Description:

Purpose: The purpose of the Parking Hosts Team is twofold. We want our guests and visitors to feel welcome from the moment they enter the parking lot. A warm and friendly greeting even when people are in their car can make a great impression. We also have hosts to maintain the safety of our parking lot, and ensure people are directed to overflow parking when necessary, and pedestrians remain safe.

We do this by:

- Welcoming all guests and people with enthusiasm and friendliness.
- Using signs (greeting signs) to welcome people when necessary
- Put out directional signs
- Identifying new people through the identified process and ensure they have been welcomed, engaged and directed
- Managing the flow of traffic by ushering cars into spaces in a safe and feasible manner when necessary
- Protecting the safety of our pedestrians by ensuring correct flow of pedestrians, and cars
- Assisting people who need help such as mothers with babies in carriers, or elderly people
- If weather is bad, provide umbrellas and any other coverage available as people enter the building (Atrium Hosts can assist)
- Providing easy access from the parking lot to the church building, ensuring ways are clear and safe (from weather conditions)
- Identifying potential problem areas in the parking lot and inform Parking Ministry Leader

While Serving:

- Set up any directional and/or parking signs
- Be visible to people driving in
- Engage new people by welcoming them and directing them to Atrium Hosts
- Attentive to people and situations in the parking lot
- Have your vest on and in position in the parking lot 30 minutes before service and 20 minutes after service has started
- Dress appropriately to the weather

Online Connections Team Member

Purpose: to moderate and facilitate the online chat during our Sunday Service on our YouTube channel.

Responsibilities:

- Log in 15 minutes before services and post a welcoming and engaging welcome post
- As service starts and people begin to comment please introduce your self and that you are part of the connections team.
- Throughout the service post important links and information such as:
 - To check out more about church online visit thebridgemarkham.com/churchonline
 - If you are new to the bridge and would like to know email us at hello@thebridgemarkham.com or visit thebridgemarkham.com/new
- Send emojis and praise hands
- Answer any questions that may come through
- If someone indicates they are new respond by tagging them with the @ (insert name) and tell them we would love to connect- direct them to thebridgemarkham.com/new
- If people comment, comment after tagging them "welcome, we are so glad you are here"
- If any prayer request come in direct them to email prayer@thebridgemarkham.com
- Comment key phrases the Pastors says throughout the sermon
- Thank people for watching as service ends

Qualifications/Requirements:

- Able to use the chat function on our YouTube platform
- Enjoy connecting with people digitally
- Willing to serve every 4-6weeks both services on a Sunday
- Attended Discover the Bridge