



**THORNAPPLE VALLEY**  
**CHURCH**

**GUEST SERVICES**  
**VOLUNTEER**  
**MANUAL**

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# OUR VALUES

## MISSION

Connecting people with God

## PASSION

To become accepting and authentic Christ followers

## GUEST SERVICES MISSION

In Guest Services, we want to create a welcoming environment where people feel comfortable, accepted, and are ready to connect with God.

“WE ARE A SERVING CHURCH FOR  
UNCHURCHED PEOPLE”

# ORIENTATION

Welcome to the Guest Services Team! You make the difference! We are so glad that you are here and have taken the next step to use your gifts and skills to set the stage for God to work.

On the Guest Services team, you'll be a part of creating a welcoming environment where people feel comfortable, accepted, and are ready to Connect with God. You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships as you serve at church.

## Be Present

### Huddle

In order to connect and grow as a team, share TVC information, and get prepared for serving. We have a pre-service huddle 45 minutes before the service starts. Please make every effort to attend.

What about kids?? You are welcome to bring your kids with you to the huddle.

Afterward, you can bring your kids to TVC Kids, unless they are serving with you in Guest Services. Check in with your Guest Services Leader, to learn about positions where you can serve with your kids.

### Dress Code

Please plan on dressing modestly. If you're not sure if a clothing item is appropriate, that may be a good indicator that you should wear something else. Please do not wear anything with explicit words or images. When wearing shorts and shirts please keep them at an appropriate length. We don't want our clothes to distract people who are coming to connect with God.

### Name Badge

On your first serving day, you'll receive a personalized Guest Services name badge. Ask your Guest Service Leader where they are kept. Please wear the name badge at all times when serving. Part of creating a comfortable environment is being easily recognizable to our guests. After service, please return your name tag, so they stay at the campus.

# Be Guest-Focused

When serving, please make every effort to be attentive to guests. It's great to socialize with friends in the lobby, and even those you are serving alongside, but remember to be guest-focused. If you see someone that looks new, please take the initiative to greet them.

## Greeting

Be friendly and authentic when greeting guests. You be you. Don't wait for someone to walk up to you. Be the initiator of conversations. Do your best to "read" guest body language. While one guest may appreciate a personal or lengthy conversation, others may not want to be approached at all.

Some key phrases to use:

"I haven't met you yet, my name is ...."

"Welcome to church. I'm so glad you are here today."

"How long have you attended TVC?"

"How did you hear about TVC?"

## Information Center/Your Next Step

In the lobby at each of our campuses, we have an Information Center. At the Information Center, we have sign-up information, TVC information, ways to Serve and Connect, applications for volunteers to fill out prior to serving, office supplies, and a new guest Welcome Brochure and gift. If you meet someone new, please greet them and take them to the Information Center.

## Emergency Services Team (EST)

At all of our campuses, we have an Emergency Services Team led by skilled volunteers. This team is on alert in the case of an emergency. If you see something suspicious or if a guest needs urgent medical care, please report that to the Information Center, so the EST team can be called. The Information Center is the hub for communication with the EST.

## Parking

In order to leave the best possible parking spaces for our guests, we ask that ALL TVC volunteers park away from the front door. Ask your Guest Services Leader where to park.

## Help

If a guest has a question or needs something, do your best to help them. If you don't have the answer to a guest question, don't say you don't know. Find the answer, or find a leader that can help them. Do not leave the guest with an unanswered question.

# Be Engaged

In Guest Services, we need to welcome people to church just like when someone visits our home. We want to give a good impression and make sure everything is in its place and looks great. When serving, remember to be engaged and ready to host our guests.

## Greeting

Wherever you are serving on the Guest Services team, you will have an opportunity to greet guests. This is your chance to create a “wow” experience for our guests. We ask that you be friendly, authentic, and helpful. Look people in the eye when you greet and talk with them. Offer assistance if they need help, but don’t push help on them. If you don’t have an answer to a guest question, walk them to the Information Center or ask another leader for assistance.

## Ushering

When you are ushering, please stay attentive to our guest needs. If someone is having a hard time finding a seat, take the initiative to ask them if you can help. Have them stay in the back of the auditorium while you find the appropriate number of seats. Then you can motion for them to come. Remember to smile, greet or thank guests, and be efficient.

## Offering

At the huddle, the Lead Usher will let you know when the offering will take place. When vision casting starts, this is your cue, if you are handing out offering buckets, to get into position with buckets in hand, ready to be called up for prayer. Please make every effort to walk in sync with one another. Look to the usher to the left and follow their lead. Stand at the front of the auditorium and wait until the prayer is finished. After prayer, you may hand out the buckets- one per row. Receivers can then walk up the aisle and start collecting the buckets.

# Be Helpful

On the Guest Services team, we are all about creating an environment where people feel comfortable, accepted, and are ready to Connect with God. We can't do this alone. We are a part of a team and need to help each other make the best environment possible for our guests. If you see something that needs to be done, pitch in and help. If you see trash on the ground, don't wait for someone else to pick it up, you do it! If you see a guest that is struggling to open a door, open it for them. If you see that a bathroom stall needs toilet paper, tell a leader and if you can, replace the toilet paper roll. Keep in mind that these little touches help build up the team, build up TVC, and build up our guest experience. You make a difference!

*"IN GUEST SERVICES, WE WANT TO  
CREATE A WELCOMING ENVIRONMENT  
WHERE PEOPLE FEEL COMFORTABLE,  
ACCEPTED, AND ARE READY TO  
CONNECT WITH GOD."*

# EMERGENCY SERVICES

## THREAT OF SEVERE WEATHER:

If severe weather is in the area, Guest Services will monitor the current conditions using the weather band radio located at the Information Center desk.

### **TORNADO WATCH for Barry & Allegan Counties**

(Conditions are such that a tornado may develop)

- Guest Services will continue to monitor the weather band radio.
- Guest Services will alert EST via the call box by entering 8000 (this may work differently at each campus, see guest services leader for specifics at your campus)
- Trained spotters will watch for developments outside.

### **TORNADO WARNING for Barry & Allegan Counties**

(Funnel cloud has actually been seen somewhere in *Barry or Allegan County.*)

- If the warning is from the radio, Information Center Staff will alert EST via the call box system by entering 8000. (this may work differently at each campus, see guest services leader for specifics at your campus) Guest Services will initiate plans for taking shelter (see emergency map for instructions).
- The announcement will be delivered to the platform speaker by an EST member so that he/she can inform people that we will discontinue regular services and recommend that they follow directions for taking shelter. Make it clear that they have the option to leave.
- EST will implement plan for taking shelter.
- Guest Services & EST will communicate with leaders, coaches and others about the warning and need for taking shelter immediately.
- Teachers/Leaders should follow evacuation plans and assist class to the appointed area if possible.
- Leaders should take a head count before evacuating a room.

### **TORNADO IS SITED LOCALLY**

(Funnel cloud has actually been seen by a local spotter)

- Call 911 (press the "9" button for an outside line when using TVC phones).
- Information Center Staff will alert EST via the call box system by entering 8000.
- The announcement will be delivered to the platform speaker by an EST member so that he/she can inform people that we will discontinue regular services and recommend that they follow directions for taking shelter. Make it clear that they have the option to leave.
- Guest Services will facilitate the tornado shelter plan (see emergency maps).
- Guest Services & EST will communicate with Leaders, Coaches and others about the sighting and need for taking shelter immediately.

**The plan for taking shelter and the map of safe places are outlined on the Emergency Maps at each of the TVC Campuses.**

## IF MEDICAL ASSISTANCE IS NEEDED:

### **Instructions for first person on the scene**

- Notify Information Center Staff with the nature and location of the emergency.

- Keep person calm.
- Do not administer any treatment that you are not trained to perform.

### **Information Center Staff & Usher Instructions**

- If the emergency requires it Call 911. (If using a TVC phone, press “9” on the phone before dialing 911).
- Alert EST that there is an emergency by utilizing the call box to post “8000” on the screen. (this may work differently at each campus, see guest services leader for specifics at your campus)
- As they arrive, update EST response team with emergency details.
- Ushers keep crowd or people away from the person needing medical assistance.
- Wait for directions from the EST.

### **NON-LIFE THREATENING SITUATIONS (broken limbs, minor cuts, etc.)**

- EST will assess the medical problem.
- If person is a minor consult with parents if available.
- Provide any medical assistance required, based on responder’s qualification.

### **HEART PROBLEMS & OTHER SERIOUS MEDICAL EMERGENCIES (HEART ATTACK)**

- Call 911 if they have not yet been contacted.
- Do not move patient or perform any procedures you are not trained to do.
- EST team will assess the patient and provide assistance.
- Ushers will keep the emergency area clear and follow EST instructions.

## **IN CASE OF GAS LEAK OR CHEMICAL SPILL:**

- Notify Information Center Staff.
- Information Center Staff will call 911
- Information Center Staff will and notify EST by entering 8000 into the nearest callbox.

### **EST & GUEST SERVICES STAFF RESPONSE**

- Guest Services Staff and EST will lead an evacuation using the same plan for fires as displayed on the emergency campus maps. This includes providing the platform speaker with a statement to be read to the people in the auditorium
- Keep people calm and quiet. Do a quick head count when clearing everyone out of a room. TVCKids workers should take sign-in sheets with them.
- If possible, close all windows before leaving a room or area.
- Guest Services Staff & EST will direct people to leave the building ASAP using the nearest exit identified on the evacuation map.
- Guest Services Staff & EST should also do a “sweep” of entire building/campus to ensure that the campus has been evacuated.
- As people leave the building they will be directed to locations that are upwind of the gas leak or uphill from the chemical spill.
- Follow all safety/fire/police instructions if they are on location of emergency.
- Do not re-enter the building unless an all clear has been given by the responding Fire Department.