

FIRST IMPRESSIONS

ROLES & RESPONSIBILITIES:

- Provide your conflicts each month to Kate Spencer no later than the 15th of the month prior. If your availability changes after that, please find another volunteer to cover you.
- Confirm Planning Center by the Wednesday before you are scheduled to serve. If you are unable to serve on your assigned date, please find a replacement from within the team and alert Kate Spencer.

SUNDAY MORNINGS

- Arrive by 8:30/10:30am, wearing your FI shirt and place all belongings in the Volunteer Station or at your seat in the Sanctuary. Be sure to grab a lanyard from the Volunteer Closet.
- Attend the pre-service huddle at 8:35/10:35am in the sanctuary with all teams

- Do a quick walk-through of the Sanctuary and Bathrooms (before, in between and after each service) to make sure there is no trash on the floor or seats. Be sure there are plug-in cards, envelopes and pens in the back of each pew.
- Be at your assigned station by 8:40/10:40am and please remain there until it is your time to go into service.
- When greeting guests, say “Hello” and smile, high five or shake hands.

Do not hug guests.

If someone appears lost or unsure of where to go, please direct them to the Sanctuary.

Do not ask someone if they are new. Simply say, “I do not believe we have met yet. My name is...”

FI VOLUNTEERS WILL BE PLACED AS FOLLOWS:

- One greeter at each door handing out Cheat Sheets and one person IN the Sanctuary helping to seat people. Worship Team will stand in the lobby greeting people after rehearsal until service begins.
- Once service begins, Service Director will open Sanctuary Doors. At that time, the Sanctuary person will go into service to usher people to seats. Doors will be closed and

the other FI volunteers will stay in lobby to greet and open sanctuary door for guests until second worship song ends.

- Sanctuary volunteer **MUST** usher people to seats and ask people to slide down if necessary.

POSITION ROLES

Sanctuary/Point Person:

- Stand near the Sanctuary Door prior to doors opening to greet any guests and let them know they can enter once the Sanctuary opens. Once the Service Director opens the doors, move into the Sanctuary to help usher guests to a seat.
- Usher guests to seats and ask people to slide over if necessary.
- Take a headcount for each service once Pastor Mike begins his message, not beforehand. Be sure to count all seated guests, volunteers (Don't forget the Worship Team, Media Team - camera, overheads and sound), the Pastors, YOURSELF, kids' workers and babies/kids. Be sure to separate kids/adults in the count. Text or email the count to Kate Spencer as soon as its done.

- Provide Cheat Sheets to the volunteers who will be handing them out at each entrance.

Greeters:

- Stand in the lobby prior to doors opening to greet any guests. Once the Service Director opens the doors, move to the Sanctuary Door to greet guests and hand them a cheat sheet.
- Once the doors close, one greeter can stay at the Sanctuary doors to open the door for guests, greet them and hand them a cheat sheet. The second greeter can stay in the lobby to greet guests.
- Once the second worship song ends, the greeters enter the Sanctuary for service.

POST SERVICE:

- As Steve (or whoever) comes on stage to closeout the service, please report back to your station to say goodbye to people on the way out.
- Be sure to check the Sanctuary and Bathrooms to clean up any trash, spills, etc. There will be a "Spill Station" to the right of the sound booth (when leaving the

Sanctuary) with paper towels and spray. Please clean up any spills you see and throw out any trash, Cheat Sheets left behind, etc.

ADDL PROCEDURES:

- **We will have a STRICT No Entry Policy during rehearsals in the Third Wing.**
A small seating area will be added in the lobby with plasma screen for elder/handicapped people who can't stand for long in the new year.
- **All First Impressions Volunteers must wear their shirts when serving.**
You can dress them up however you'd like, but you must be identifiable as a First Impressions Volunteer.