

Greeter Do's and Don'ts

DO:

- Smile genuinely and greet every person who walks in.
 - Make **eye contact** and use a **warm, upbeat** tone.
 - Ask if someone is new or needs help—and **walk with** them if they do.
 - Use **people's names** if you know them.
 - Stay **in position** from 20 minutes before service until 15 minutes into service.
 - Be **present** and aware of your surroundings.
 - Get a minister if someone seems upset or if unsure of what to do.
 - Encourage people with phrases like:
 - “We’re so glad you’re here!”
 - “Welcome to Ultimate Life!”
 - “It’s going to be a powerful service today!”
 - Represent **Jesus and Ultimate Life Church** with joy, kindness, and excellence.
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DON'T:

- Avoid eye contact or ignore someone walking in.
- Group up and chat with other greeters while on duty.
- Be on your **phone** or wearing headphones.
- Leave your **station early** or abandon it without checking in.

- Get too personal with guests (e.g., don't ask about their marital status or make physical contact unless invited).
- Force hugs, prayers, or conversation if someone seems uncomfortable.
- Gossip or speak negatively about anyone or anything during your shift.
- Say things like:
 - "You look tired,"
 - "You're late again!"
 - "We haven't seen you in forever!"

Greeter's Cheat Sheet

Greeting Phrases

- "Good morning! Welcome to Ultimate Life Church!"
- "We're so glad you're here today."
- "Hey there! I love your energy this morning."
- "It's going to be an amazing service—glad you made it!"
- "Is this your first time with us?" → *(If yes)* "We'd love to get you to the Welcome Center—we have a gift for you!"

Directional Help

Need	Say This
Bathrooms	"Right this way—just down the hallway and to the left."
Kids Check-In	"Let me walk you to our Kids area—it's right around the corner."

Welcome Center	“Come with me—I’ll take you to our Welcome Team!”
Sanctuary Seating	“Let me connect you with one of our seaters—they’ll find the perfect spot for you.”

Timing Reminders

Task	Time
Arrive and Pray In	1 hour before service
Be in Position	20 mins before service starts
Stay in Place	Until 15 mins after service begins
Float & Support	After main flow has ended

Emergency or Special Situations

Situation	Action
Person in distress	Gently ask: “Would you like me to get someone to pray with you?”
Lost child	Notify the nearest Kids Team lead or security
Medical issue	Get a team lead or designated safety/security person immediately
Disruptive guest	Alert your Lead Greeter or an usher—do not handle alone