

HOSPITALITY TEAM

Hospitality Director

Reports to: Associate or Executive Pastor

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of six months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Must uphold and support the Guidelines for Leadership and Public Ministry.
3. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
4. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
5. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
6. Must be committed to the church and its teachings, welfare, progress, and growth.
7. Share the goals and values of the church's leadership.
8. Maintain a good attitude and stay positive.
9. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
10. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
11. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
12. Must be faithful in attendance and dependable in accomplishing duties.
13. Must be approved by the pastoral staff.

Responsibilities

1. The Hospitality Director will oversee the following ministries and their leaders:
 - a. *Hostesses*
 - b. *Ushers*
 - c. *HeBrews Coffee*
 - d. *Armor Bearers*
 - e. *Ambassadors*
 - f. *Security*
2. Fulfill the responsibilities of a ministry director, which includes:
 - a. *Plan and direct Hospitality leader meetings*
 - b. *Attend leadership meetings*
 - c. *Maintaining monthly and annual calendars as related to their ministry*
 - d. *Report all things involving their ministries to the pastoral staff when necessary*
 - e. *Communicate and support the vision and direction of the church and the pastor*
3. Offer support, advice, creativity, and guidance as needed to the ministries under their responsibility, including training.
4. Portray an outgoing personality and be able to train those how to deal with guests, visiting ministers, and members, including guest flow and retention.
5. Any activities, training, or changes to processes and systems must be approved by the pastoral staff.
6. Must have the ability to see as a guest would see.
7. Provide an engaging guest and member experience through the ministries under their direction.
8. Provide ideas and foster creativity to enhance the guest/member experience
9. Uphold the Guidelines for Leadership and Public Ministry for all leaders and their participants.
10. *Address any concerns with the team member with another leader present.*

11. Allow for the team member to rectify their behavior or dress.
12. Communicate to the Pastor anyone who continues to violate the policies.
13. Foster spiritual disciplines among the hospitality ministries.
14. Communicate frequently with the pastor and associate pastor informing them of scheduled events, problem areas, successes, and ideas.

Printed Name

Date

Signed

Date

Head Hostess

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of six months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Must uphold and support the Guidelines for Leadership and Public Ministry.
3. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
4. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
5. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
6. Must be committed to the church and its teachings, welfare, progress, and growth.
7. Share the goals and values of the church's leadership.
8. Maintain a good attitude and stay positive.
9. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
10. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
11. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
12. Must be faithful in attendance and dependable in accomplishing duties.
13. Must be approved by the Hospitality Director and pastoral staff.

Job Responsibilities

1. Fulfill the responsibilities of a ministry director, which includes attending team meetings, helping to plan the annual and monthly calendars, and giving reports to the Hospitality Director as needed.
2. Schedule a team of hostesses for every service, including special events.
3. Check Planning Center requests and declines immediately so that positions are filled prior to services.
4. Ensure full staffing of all positions at all times.
5. Report all resignations to the Hospitality Director and pastoral staff.
6. Provide the training, tools, and structure for a progressive, fresh, and effective hostess program.
7. Plan and promote hostess training.
8. Resolve minor conflicts. (Conflicts should be resolved at the lowest level possible.) Communicate unresolved conflicts or problems with the pastoral staff and Hospitality Director.
9. Establish and implement policies as needed with the Hospitality Director.
 - a. *Recommendations for new policies and programs should be submitted to the Hospitality Director and pastoral staff.*
 - b. *Approval is required from Hospitality Director and pastoral staff prior to policy implementation.*
10. Regularly meet with hostesses to assess, implement, and inform.
11. Communicate frequently with the Hospitality Director, informing them of scheduling issues, problem areas, successes, and ideas.
12. Ensure that all hostesses understand the policies of the church, having a printed/electronic copy of the policies available to reference if needed.
13. If you have a suggestion of someone that you would like to be on your team, please discuss that possibility with the Hospitality Director prior to approaching an individual.
14. Retain a signed copy of the Job Description for Hostesses for every member that is volunteering.

15. Maintain a good relationship with the Head Usher and ushers and work in tandem to address all needs of every guest and member.
16. Train hostesses in controlling flow of people, noise, and any disturbances. Unnecessary congregating in the foyer may make a guest feel uncomfortable so help control this with care.
17. In any event, help to maintain security and order.
18. In case of serious disturbance, obtain assistance from ushers and look to the pastoral staff.
19. In all cases seek a calm, peaceful resolution.
20. If necessary, call 911 and immediately fill out an Incident Report Form and turn into the Hospitality Director and pastoral staff.

Printed Name

Date

Signed

Date

Hostesses

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of three months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
3. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
4. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
5. Must be committed to the church and its teachings, welfare, progress, and growth.
6. Share the goals and values of the church's leadership.
7. Maintain a good attitude and stay positive.
8. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
9. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
10. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
11. Must be faithful in attendance and dependable in accomplishing duties.
12. Must have basic communication skills, a friendly demeanor, and a desire to make all our guests and members feel welcome at The POW.
13. Must be approved by the pastoral staff and Hospitality Director.

Responsibilities

1. Be on duty in the foyer 30 minutes before service and stay there until 10 minutes after service begins to accommodate late arrivers.
 - a. *If there is pre-service prayer, be in the foyer 15 minutes before prayer begins.*
2. Respond to Planning Center requests immediately so the position is filled prior to services.
3. Make sure EVERYONE checks-in through the check-in system. If they do not, then you kindly check them in.
 - a. *Make sure we have adequate supplies in the foyer. If not, notify the Hospitality Coordinator. The following should be available:*
 - b. *Guest cards*
 - c. *Pens*
 - d. *Church business cards*
 - e. *Tithing envelopes*
4. Greet everyone, especially guests.
5. Direct them to the appropriate areas, i.e. Sunday school classrooms, prayer rooms, restrooms, and the sanctuary as needed.
6. Give each first-time guest a Connect Card or direct them to the sign-in station.
 - a. *Kindly ask them to register or fill out a guest card, because we would like to keep them informed of the exciting things going on at the church.*
 - b. *Give completed cards to the ushers.*
7. If you must be absent on a day you are scheduled, inform the hostess coordinator in advance, 48-hour notice is appreciated.
8. Dress for a hostess:

- a. *Sleeves should cover the upper arm. Avoid low necklines; tight, extremely thin, or sheer clothing. Ladies should wear dresses or skirts that cover the knee. No ornamental jewelry. (A watch and/or wedding ring is permitted.) No colored makeup or nail polish. No flip flops.*

9. The main purpose of being a hostess is to make everyone feel welcomed and comfortable.

Printed Name

Date

Signed

Date

Head Usher

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of six months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Must uphold and support the Guidelines for Leadership and Public Ministry.
3. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
4. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
5. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
6. Must be committed to the church and its teachings, welfare, progress, and growth.
7. Share the goals and values of the church's leadership.
8. Maintain a good attitude and stay positive.
9. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
10. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
11. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
12. Must be faithful in attendance and dependable in accomplishing duties.
13. Must be approved by the Hospitality Director and pastoral staff.

Job Responsibilities

1. Fulfill the responsibilities of a ministry director, which includes attending team meetings, helping to plan the annual and monthly calendars, and giving reports to the Hospitality Director as needed.
2. Schedule a team of ushers for every service, including special events.
3. Check Planning Center requests and declines immediately so that usher positions are filled prior to services.
4. Ensure full staffing of all positions at all times.
5. Report all resignations to the Hospitality Director and pastoral staff.
6. Provide the training, tools, and structure for a progressive, fresh, and effective usher program.
7. Plan and promote usher training.
8. Resolve minor conflicts. (Conflicts should be resolved at the lowest level possible.) Communicate unresolved conflicts or problems with the pastoral staff and Hospitality Director.
9. Establish and implement policies as needed with the Hospitality Director.
 - a. *Recommendations for new policies and programs should be submitted to the Hospitality Director and pastoral staff.*
 - a. *Approval is required from Hospitality Director and pastoral staff prior to policy implementation.*
10. Regularly meet with ushers to assess, implement, and inform.
11. Communicate frequently with the Hospitality Director, informing them of scheduling issues, problem areas, successes, and ideas.
12. Ensure that all ushers understand the policies of the church, having a printed/electronic copy of the policies available to reference if needed.

13. If you have a suggestion of someone that you would like to be on your team, please discuss that possibility with the Hospitality Director prior to approaching an individual.
14. Retain a signed copy of the Job Description for Ushers for every member that is volunteering.
15. Maintain a good relationship with the Lead Hostess and hostesses and work in tandem to address all needs of every guest and member.
16. Train ushers in controlling flow of people, noise, and any disturbances. Unnecessary congregating in the foyer may make a guest feel uncomfortable so help control this with care.
17. In any event, help to maintain security and order.
18. In case of serious disturbance, obtain assistance from other ushers and look to the pastoral staff.
19. In all cases seek a calm, peaceful resolution.
20. If necessary, call 911 and immediately fill out an Incident Report Form and turn into the Hospitality Director and pastoral staff.

Printed Name

Date

Signed

Date

Ushers

Reports to: Head Usher

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of three months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
3. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
4. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
5. Must be committed to the church and its teachings, welfare, progress, and growth.
6. Share the goals and values of the church's leadership.
7. Maintain a good attitude and stay positive.
8. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
9. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
10. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
11. Must be faithful in attendance and dependable in accomplishing duties.
12. Must have basic communication skills, a friendly demeanor, and a desire to make all our guests and members feel welcome at The POW.
13. Must be approved by the pastoral staff and Hospitality Director.

Responsibilities

1. Must work in compliance with the head usher.
2. Respond to Planning Center requests immediately so the position is filled prior to services.
3. Three (3) unexcused absences will remove you from your position on the usher team.
4. Be on duty 20 to 30 minutes before service.
5. Portray an outgoing personality and greet everyone that comes through the door with a welcoming smile.
6. If you must be absent on a day you are scheduled, inform the Hospitality Director well in advance of service if possible, 48 hours is appreciated.
7. Assist with parking, greeting, and seating people as needed, including late arrivers.
8. Make sure that the hostesses have processed a first-time guest with either a guest card or through the check-in system.
 - a. *If a guest says that they are friends of the pastor, or say that they have been there before, ask them their name.*
 - b. *Alert the pastor and make sure that they are in the check-in system. (Many times the pastor or emcee cannot remember their name and we want to make sure guests feel remembered and welcomed.)*
9. Should visiting ministers arrive before service, politely show them to the pastor's study.
10. Assist in controlling flow of people, noise, and any disturbances.
11. *Unnecessary congregating in the foyer may make a guest feel uncomfortable so please help control this with care.*
12. Deliver messages to pastoral staff or emcee as needed, including prayer requests and guest cards.

13. Receive the offering.
- a. Provide envelopes to those who need them.*
 - b. Maintain strict confidentiality of any financial information observed.*
 - c. For insurance purposes, two people must be with the offering until it is turned in.*
14. Maintain security and order.
- a. Be aware of everyone who enters the building, particularly strangers.*
 - b. Be aware of children alone or not with a relative, especially in the bathroom. Children 10 and under should not leave services unattended.*
 - c. Many times parents are not aware of their children playing during altar service.*
 - d. Please keep an eye out for activity that could be distracting to others.*
 - e. Help maintain order in the halls, bathrooms, classrooms, and foyer.*
15. In case of serious disturbance, obtain assistance from other ushers and look to pastor.
- a. In all cases seek a calm, peaceful resolution. If necessary, call 911.*
16. Dress when ushering
- a. Long-sleeved shirt and slacks; ties required on Sunday.*
17. The main purpose of ushering is to make everyone feel welcomed and comfortable.

Printed Name

Date

Signed

Date

HeBrews Coffee Member

Reports to: Hospitality Director or designated Team lead

Term: One Year

Qualifications

1. Must be a regular attendee of The Pentecostals of The Woodlands (POW).
2. Must be actively seeking or have followed Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ and received the gift of the Holy Ghost with the evidence of speaking in other tongues or actively seeking the Holy Ghost.
3. Must have completed *Making You More Than* class or currently enrolled.
4. Faithful in attending worship services and informing leadership in case of absence.
5. Must be loyal and faithful to the Pastor and his teachings.
6. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
7. Must adhere to all church membership requirements, including being 100% faithful in tithes and offering
8. Maintain a good attitude, stay positive, and never gossip.

Responsibilities

1. Be punctual for your respective shift. Please don't be late.
2. Respond to Planning Center requests immediately so the position can be filled.
3. Attend any meetings for HeBrews Coffee.
4. Call the team lead when you cannot make your shift at least 24 hours in advance.
5. Be respectful to guests and church members, serving them quickly and with care.
 - a. *Guests come first whenever we serve.*
 - b. *Always remake an item if unsatisfactory to a guest or church member.*
 - c. *Limit all conversations and visit with friends outside HeBrews Coffee until after church*
6. Be responsible with all supplies, money, and equipment in the shop.
7. Do not give away any items unless given prior approval from the Team Leader.
8. Make the Team Lead aware of any equipment or supply issues immediately.
9. Have fun! This is an outreach venue so make conversation with guests.
10. Please maintain a modest appearance, dressing appropriately in an image of holiness.
 - a. *Men:*
 - i. *No jewelry except wedding band and/or watch*
 - ii. *Modest apparel; meaning no shorts, tank tops, muscle shirts, tight fitting clothing, etc.*
 - iii. *Sleeves should be at or near elbow*
 - iv. *Face should be kept clean shaven*
 - v. *Haircut above ears, off of collar*
 - b. *Women:*
 - i. *No jewelry other than wedding band and/or a watch (including tongue rings, navel rings, ear rings, bracelets, necklaces, etc.)*
 - ii. *Modest apparel; meaning no pants, shorts, low cut tops (front or back), sleeveless tops, sheer clothing (including sleeves), tight fitting clothing, etc.*
 - iii. *Sleeves should be at or below the elbow*
 - iv. *Skirts and splits should be below the knee (i.e. when you sit, knees are covered)*
 - v. *Faces should be clean/unpainted with no noticeable make-up.*
 - vi. *No colored fingernails or toenail polish*
 - vii. *Hair should remain uncut.*

Printed Name

Date

Signed

Date

Armor Bearer Ministry

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of three months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Must uphold and support the Guidelines for Leadership and Public Ministry.
3. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
4. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
5. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
6. Must be committed to the church and its teachings, welfare, progress, and growth.
7. Share the goals and values of the church's leadership.
8. Maintain a good attitude and stay positive.
9. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
10. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
11. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
12. Must be faithful in attendance and dependable in accomplishing duties.
13. Must be approved by the pastoral staff and Hospitality Director.

Responsibilities

1. Respond to Planning Center requests immediately so the position is filled prior to services.
2. Armor Bearers are to do whatever pastoral staff asks them to do such as:
 - a. Guest Ministers:
 - i. Greet minister and family at their car when they arrive.
 - ii. Valet parking if needed.
 - iii. Offer water, mints, or any other courtesy provided by the church.
 - iv. Carry your ministers belongings.
 - v. Be knowledgeable about church facilities.
 - vi. Show guest ministers and their families where they need to go (i.e. Pastor's office, Admin/Sunday school building, etc.)
 - vii. Get their media, if any, to the media team as soon as possible
 - viii. Be an intermediary between media and guest ministers so that they can be focused on the service.
 - ix. Always ask if there is anything that they need. Be readily available.
 - b. Pastoral Staff:
 - i. Greet them and their family at their car when they arrive.
 - ii. Valet parking if needed.
 - iii. Offer water, mints, or any other courtesy provided by the church.
 - iv. Carry your minister's belongings.
 - v. Get their media, if any, to the media team as soon as possible
3. Be an intermediary between media and pastoral staff so that they can be focused on the service.
4. Always ask if there is anything that they need. Be readily available.
5. Arrive 30 minutes prior to service will be sufficient, unless asked otherwise.

6. Greet all ministry with reverence and hold them in esteem.
 - a. At first contact, a proper greeting for a visiting minister would be:
Hello (Pastor, Brother, Sister, Bishop) Lastname, my name is firstname and I will be serving you for the remainder of your stay with us at the POW. Allow me to take your (bags, books, stuff) and I will guide you to Pastor's office. Is there anything else that I can do for you?
7. Make them feel at home here at the church.
8. We are an example to our peers as armor bearers. Always dress the best, being presentable, holy, and modest.
9. Coat and tie is required always for every Armor Bearer.
10. Conversation etiquette should be as follows:
11. When the minister is...
 - a. Talking to you:
 - i. *Listen intently, remember what he says to you, many times, especially older ministers will look to impart wisdom in your life and it may be something that you need to hear.*
 - ii. *Never interrupt a minister when they are speaking to you, you may miss a very important point of wisdom.*
 - b. Talking to another minister/ friend:
 - i. *Do not hover over the minister, it may cause him/ her to feel uncomfortable and not free to speak openly.*
 - ii. *Stay near within visible and audible range in order to be available when the minister calls.*
 - c. Preaching/ teaching:
 - i. *You should be seated on the front row. Keep in mind, some ministers like to use props and engage the audience in their message, and since you have made yourself available, that may very well be you that they use.*
 - ii. *Always preach with the preacher and be engaged in worship, you are involved in ministry which means you have shown that you are a worshipper.*
 - iii. *Worshippers are not spectators, they are participators.*
 - d. Finished preaching:
 - i. *When service is over and we are dismissed grab their bible, phone, ipad, etc. from the pulpit and carry it with you as you guide them back to the hospitality room, office, or dinner.*
 - ii. *Never grab their belongings and walk away from them.*
 - e. Ready to leave:
 - i. *Ask to be sure that there is nothing more you can do to serve him/ her.*
 - ii. *Carry their belongings to the car. Show them where their car is.*
 - iii. *Show them great appreciation for their service and for being with us at the POW.*
12. An armor bearer leads his Minister into battle and is always willing to die for his King.
13. Serve those in ministry with the utmost dignity, righteousness, and humility.

Printed Name

Date

Signed

Date

Ambassador Ministry

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of three months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Must uphold and support the Guidelines for Leadership and Public Ministry.
3. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
4. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
5. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
6. Must be committed to the church and its teachings, welfare, progress, and growth.
7. Share the goals and values of the church's leadership.
8. Maintain a good attitude and stay positive.
9. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
10. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
11. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
12. Must be faithful in attendance and dependable in accomplishing duties.
13. Must be approved by the pastoral staff and Hospitality Director.

Responsibilities

1. Respond to Planning Center requests immediately so the position is filled prior to services.
2. Ambassador do whatever the pastoral staff's wives ask them to do such as:
 - a. Guest Ministers:
 - i. Greet minister and family at their car when they arrive.
 - ii. Offer water, mints, or any other courtesy provided by the church.
 - iii. Carry the guest ministers wives belongings.
 - iv. When you greet a wife or a female minister with children, kindly ask if they will be using our nursery services and assist her with taking small children out of their vehicle if she is comfortable with that.
 - v. If they have young children, show them to the appropriate Sunday School class.
 - vi. Be knowledgeable about church facilities and act as their personal guide while they are on campus.
 - vii. Introduce guest ministers wives to pastoral staff wives.
 - viii. Always ask if there is anything that they need. Be readily available.
 - b. Pastoral Staff:
 - i. Greet pastoral staff's wives and their family at their car when they arrive.
 - ii. Provide water, mints, or any other courtesy provided by the church.
 - iii. Carry your pastoral staff's wives belongings.
3. Always ask if there is anything that they need. Be readily available.
4. Arrive 30 minutes prior to service will be sufficient, unless asked otherwise.
5. Greet all ministry with reverence and hold them in esteem.
 - a. At first contact, a proper greeting for a visiting minister would be:
Hello (Pastor, Brother, Sister, Bishop) Lastname, my name is firstname and I will be serving you for

the remainder of your stay with us at the POW. Allow me to take your (bags, books, stuff) and I will guide you where you need to go. Is there anything else that I can do for you?

6. Make them feel at home here at the church.
7. We are an example to our peers as Ambassadors. Always dress the best, being presentable, holy, and modest.
8. Modest dress, hair properly done, and a genuine smile is required always for every Ambassador.
9. Conversation etiquette should be as follows:
10. When the wife or lady is...
 - a. Talking to you:
 - i. *Listen intently, remember what he says to you, many times, especially older women will look to impart wisdom in your life and it may be something that you need to hear.*
 - ii. *Never interrupt an elder when they are speaking to you, you may miss a very important point of wisdom.*
 - b. Talking to another person:
 - i. *Do not hover over them, it may cause them to feel uncomfortable and not free to speak openly.*
 - ii. *Stay near within visible and audible range in order to be available when they call.*
 - c. Preaching/ teaching:
 - i. *You should be seated near them or their children. Keep in mind, they might have children that need attention or to keep busy during service. Since you have made yourself available, that may very well be you that they use.*
 - ii. *Always be engaged in worship, you are involved in ministry which means you have shown that you are a worshipper.*
 - iii. *Worshippers are not spectators, they are participators.*
 - d. Finished preaching:
 - i. *When service is over and we are dismissed, help them gather the children, their bag(s), or any other items that they need and carry it with you as you guide them back to the hospitality room, office, or dinner.*
 - ii. *Never grab their belongings or children and walk away from them.*
 - e. Ready to leave:
 - i. *Ask to be sure that there is nothing more you can do to serve them.*
 - ii. *Carry their belongings to the car. Show them where their car is.*
 - iii. *Show them great appreciation for their service and for being with us at the POW.*
11. Remember, an Ambassador is a representative of the Pastor's wife and pastoral staff. Represent them with dignity, righteousness, and humility.

Printed Name

Date

Signed

Date

Response Team Member

Reports to: Hospitality Director

Term: One Year

Qualifications

1. Must be a regular attendee for a minimum of three months at The Pentecostals of The Woodlands or another United Pentecostal Church from which he or she has received a transfer and recommendation.
2. Follow Acts 2:38 by repentance of sins, water baptism in the name of Jesus Christ, and receiving the gift of the Holy Ghost with the evidence of speaking in other tongues.
3. Must demonstrate basic communication skills, consistent follow up, work under different personalities easily, be flexible, and have problem-solving skills.
4. Must be faithful in their attendance, words, deeds, actions, and social media presence to the church and the pastor.
5. Must be committed to the church and its teachings, welfare, progress, and growth.
6. Share the goals and values of the church's leadership.
7. Maintain a good attitude and stay positive.
8. Must be loyal and faithful to the Pastor, Pastor's Wife, and pastoral staff and their teachings.
9. Must have a personal relationship with Jesus Christ (maintain a daily devotion/time of prayer)
10. Must be filled with the Holy Ghost and adhere to all church membership requirements, including being 100% faithful in tithes and offering
11. Must be faithful in attendance and dependable in accomplishing duties.
12. Must be approved by the pastoral staff and Hospitality Director.

Responsibilities

1. Deter, deescalate, and resolve any issues that may arise.
2. Stand watch during services and at other critical times to ensure the safest possible environment is maintained.
3. Respond to Planning Center requests immediately so the position is filled prior to services.
4. Lock any doors that do not need to be unlocked.
5. Confront and address any instances in an effective manner that minimizes disruption and harm to persons or property.
6. Respond when needed in an emergency medical situation according to established procedures.
7. Plan on being called on during weekend services as well as during special events as needed.
8. Attend periodic training in security and emergency medical response seminars.
9. Maintain a watchful eye while making rounds, ensuring the assigned area is properly patrolled and monitored.
10. Stay communicating with other security personnel as well as usher and media team members at all times.
11. Offer help when needed in a children's classroom, adult worship, or with other church staff or volunteer leaders.
12. Manage traffic flow in driveways and parking lot as guests drop off/pick up people.
13. Check all entrances and exits during worship.
14. Complete periodic training on church security procedures and best practices.
15. Obtain a certification in CPR.

Printed Name

Date

Signed

Date