

Greeter Manual

- **Arrival:** 1st Service Greeters: Arrive 8:40am * 2nd Service Greeters: Arrive 10:10am
 - **Positioning:** Greeters should be stationed just inside the main entrance door. As each person or family arrives, make sure to stand outside and open both doors for them. If the weather allows, stand outside to greet guests, making it even easier to open and hold the door as people arrive.
 - **First Impressions:** Your initial interaction with visitors sets the tone for their entire experience at the church. Greet them with a genuine smile, a friendly handshake, and a welcoming phrase like, "We're so glad you're here!" This warmth and attentiveness help visitors feel seen, valued, and celebrated from the moment they arrive.
 - **Assisting Guests:** If someone needs assistance, offer help, if possible. If you're unable to assist, promptly find a Security Team or staff member who can.
 - **Join the Service:** Please join the service 10 minutes after it begins so you can fully participate.
 - **After the Service:** 1st Service: until second service Greeters arrive. 2nd Service: 10 minutes after service ends. As each person or family leaves, make sure to open both doors for them. Keep an eye out for young children (Elementary and younger) trying to leave without parent. Ask them to wait for mom and dad. Thank each person/family for coming. Example phrases: "Glad you came today" "Thanks for joining us today" "Have a great week"
 - **Personal Presentation:** Practice good hygiene and ensure your clothes are clean and neat. Wearing New Covenant merchandise is also a great option to show your connection to the church!
 - **Scheduling Process:** Schedules are made one month in advance. To help with this, please use Planning Center to block out dates you are unavailable and confirm your scheduled times.
- Contact Melanie Lukowych** Email: melanie@ncccf.org or Phone: 515-955-6222
- **Handling Schedule Changes:** If you are unable to serve on your appointed day, please find a replacement from the greeter list provided. Once you've secured a replacement, inform Kyle or Darci about the change so we can update the schedule accordingly.
- Contact Darci Bangert** Email: bangert.darci@gmail.com or Phone: 515-570-6359

Inviting Phrases To Use *(Multiple combinations of the following)*

1) "Good Morning!" "I'm glad you're here!"	5) "Can I help you"? <i>When would I use this one:</i>
2) "It's great to see you today!"	*Parent struggling to keep children moving
3) "Welcome to New Covenant!"	*Someone carrying something heavy/bulky
4) "It's going to be a great service!"	*Someone needing assistance walking
	*Someone needing assistance pushing a wheel chair