

General Guidelines for Welcome Center Attendant

Overview: The responsibility of a Welcome Center Attendant at APC is to be available and prepared to answer basic questions and provide information about APC to persons requesting it (particularly visitors) on Sunday mornings. In addition, the Welcome Center Attendant is responsible for dispensing “welcome gifts” (mentioned by pastors during the worship service announcements and also in the Bulletin) to first-time visitors.

Duties/Guidelines:

1. Current Welcome Center “shifts” each Sunday morning are as follows:
 - a. 9:30-9:50 a.m. (i.e., between first and second worship services)
 - b. 10:40-11:00 a.m. (i.e., between second and third worship services)
 - c. 12:00-12:20 p.m. (i.e., following the third worship service)
2. Report to the Welcome Center kiosk (currently in the east Lobby/Narthex area) approximately 5 minutes prior to the “shift” on which you are serving. If you are attending the worship service just prior to your “shift”, you may wish to exit the Sanctuary during the final hymn.
3. The Welcome Center kiosk is stocked with a variety of informational brochures on various topics (e.g., Childrens Ministry; Youth Ministry; Missions; etc.) In addition, there should be several of the “Welcome Gifts” (currently, an APC coffee mug with “Welcome to APC” brochure and Visitor Info card) stocked in the kiosk. (If there are no coffee mugs in the kiosk, additional mugs should be obtained from the large box on the floor in the Senior Pastor’s office.)
4. A list of Frequently Asked Questions (with answers) will be kept in the Welcome Center kiosk for your reference. In addition, a list of current locations of various Sunday School classes will also be available in the kiosk for your use. Maps of the APC building are also stocked in the kiosk.
5. If someone approaches the Welcome Center kiosk and identifies himself/herself as a visitor, smile and greet them warmly, introduce yourself, and ask if there is anything you can help them with (e.g., “Good Morning! Welcome to APC! My name is John Smith. Is there anything I can help you with?”) If you feel comfortable doing so, offer your hand for a handshake.
6. If a visitor is merely looking for the Sanctuary, you should escort them to one of the Ushers and introduce them as visitors to APC. Before returning to the kiosk, ask them to stop by the kiosk after the worship service if they have any other questions or if there is anything else you can help them with.
7. If a visitor asks for directions (e.g., to the nursery, to a Sunday School class, to the breakfast, etc.), offer to escort them to their desired location.
8. If a visitor asks for information which you cannot provide (e.g., more detailed info on Childrens Ministry, Youth Ministry, etc.), offer to take down their contact info (e.g., name and address; email; phone; etc.) so that the appropriate person can follow up with them.
9. Following the worship service, first-time visitors may approach the Welcome Center kiosk to ask about the “welcome gift” mentioned by the Pastors during the announcements and also in the Bulletin. Smile, introduce yourself, welcome them to APC, and offer the gift (currently an APC coffee mug with “Welcome to APC” brochure and Visitor Info card) to each adult in the visitor

group. Ask them (if they have not already done so) to complete the Visitor Info card. Finally, ask if there is anything else you can help them with, and if not, tell them that you hope to see them again.

10. While working your “shift”, and without being rude, try to avoid extended conversations with friends or others so as not to discourage visitors from approaching the Welcome Center kiosk. Try to be aware of anyone who appears to be looking for an opportunity to approach the kiosk to ask a question.
11. As soon as the worship service begins and the Ushers have closed the doors to the Sanctuary, you may leave the Welcome Center.