



Guest Services Team Member Pledge

As a team member, you have an extraordinary opportunity to engage, serve, and break down barriers for guests. Let's pledge to create an irresistible environment that says, "welcome, we are expecting you."

As a Guest Services team member...

- I pledge to wear my team shirt and name tag on the outermost layer of my clothing while serving so that it identifies me to guests who may need help.
- I pledge to park in the outer perimeter of the parking lot to leave the best spots for our guests.
- I pledge to have my phone hidden while serving so I am not distracted from guests while I serve them.
- I pledge to greet every guest I can by making eye contact and looking to make a connection.
- I pledge, while serving on Sundays, to watch service in the Guest Services Lounge, leaving auditorium seats for guests.
- I pledge to be on time for my shift and be present at prayer huddle with my fellow team members to share stories, pray together and hear announcements, so we are ready to serve our guests well.
- I pledge to accept serving requests and block out dates/conflict dates as soon as possible so that my team lead has enough time to make sure our team is fully staffed.
- I pledge to let my team lead know as soon as possible if I am unable to fulfill an accepted serving request so that my team lead has enough time to fill my spot.