

LEADERSHIP

AT THE RIDGE

Guest Services

Team Lead Module 1 - Proactive Guest Engagement

"Someone may forget what you said, but not how you made them feel." - Maya Angelou

Competency 1

Develop proactive guest engagement.

Assignment 1 - Read and Pray

Defining our terms:

Proactive Guest Engagement - acknowledge, attract, involve, and create connection with a guest. You acknowledge a guest with eye contact, you attract a guest by smiling, you involve a guest with a warm welcome, and then create a connection with a guest by finding common ground.

- o You have 5-10 seconds to engage a guest, what could this look like?
- o Give examples of what guest engagement shouldn't look like.

Read Colossians 4:5-6, "Be wise in the way you act toward outsiders; make the most of every opportunity. Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone." Now respond to the following questions. You may want to write down your responses to help you in your group discussion after completing this module.

1. What does this look like at a restaurant, sports arena, or salon versus at a church?

2. Why is it important to have conversations full of grace and our words seasoned with salt when we are outside the church?

Assignment 2

Watch: TED Talk "I Was Seduced by Exceptional Customer Service" by John Boccuzzi, Jr.

<https://youtu.be/GH1TXfQSwUQ>

1. What stood out to you during the TED Talk?

- Give 2 examples of what happened when you proactively engaged a guest using what you learned.

Let's partner together as a team to acknowledge, attract, involve and create connection with a guest. There are no limits to what God can do through us to help people find and follow Him.