



What is Guest Services and Why Do We Exist?

Guest Services are teams of people who reflect the hope of Jesus creating atmospheres people are drawn to.

We engage proactively.

We connect authentically.

We believe one of the truest expressions of who Jesus is happens when we see and value people the way He does.

When we do that, we give them a lasting impression that makes them want to come back.

Remember when you came through the doors of The Ridge for the first time.

- What were you thinking?
- What were you feeling?
- What did you see?
- What did you experience?
- What made you come back?

Studies show when people who have walked away or fallen away from church come back, or come for the first time, their primary emotion is *fear*. (What will people think? What is going to happen? Am I going to have to say something, do something, sacrifice something?) Our goal is to break down those, or any other barriers they might have, and get them to relax.

- *Orientation leader shares their "Ridge" story.*

A guest's first and last interaction with us are equally important. Research shows that the average guest decides if they will come back within their first seven minutes with us. In that time, a guest will have interacted with *all* of our teams. We impact their experience from the street to the seat and back again. The last impression we make at the end of their

experience can solidify what they think and feel about The Ridge, and if they will come back with an unchurched friend.

Our Teams

- Parking – Make a positive impression while safely guiding guests to and from the parking lot.
- Greeter – Engage and serve every guest from *hello* to *see you next time*.
- Welcome Center – Meet the needs of every guest, while guiding them through their Ridge experience.
- Hospitality – Create a welcoming and comfortable environment that makes everyone feel like guests in our home.
- Usher – Proactively seat guests and sensitively remove distractions from the auditorium.
- Community Room - Hosts guests well in this casual listening environment.
- Connectors - Reflect the hope of Jesus by proactively engaging guests in conversation, connecting authentically, and discerning where a guest is in their faith journey to guide them in their next best step.

Think about your personality and talents as you consider the different teams and what may be your best fit. We find that if you are in a role that matches your gifts and talents, you will grow as well as bless others. If it isn't clear to you at the moment, don't worry. We are here to help. You can shadow different teams to help you determine a good fit. The Ridge has another team we believe is important for you to know about. The Care Team supports our church and teams in the areas of safety and security. The safety of our guests and team members is very important to us. Our Care Team is comprised of first responders who are trained and experienced in related fields, and who are able to respond in the event of an emergency.

Care Team members are on site to help with:

- Medical emergencies.
- Safety and security issues for guests, team members and Ridge Kids.
- Anyone who may be a danger to others.
- Anyone who may be a danger to themselves.

What's Next?

- Fill out your Guest Services Card and turn it in before leaving your orientation.
- Expect to be contacted by a team lead within the week. This person will welcome you to the team and discuss team related duties and scheduling, as well as any other information you might need.