



Welcome Team

The purpose of the **COTHA Welcome Team** is to provide the ministry of hospitality to both members as well as guests coming to worship at COTHA. Hospitality embraces people with God’s heart of love, creating a warm and welcoming space where people feel at home, where strangers become friends and family.

Ministry Area/Department:	Adult / Family
Position/s:	Greeter and Welcome Center Host
Accountable to:	Welcome Team Leader > Adult Ministry Director > Rector
Ministry target:	Guests and congregation
Position is:	Volunteer
Position may be filled by:	Church member or attender
Minimum Maturity Level	New, growing Christian
Spiritual gifts:	Exhortation, Evangelism, Hospitality, Serving/Ministering
Talents or abilities desired	Conversationalist, anticipates needs of others
Best personality traits	Friendly, hospitable, gracious, inquisitive, eager to help, and shows concern for others
Passion for	Serving and encouraging a sense of belonging in our community
Length of service commitment	One year minimum
Signed volunteer covenant required?	Yes

Anticipated Time Commitments

- Doing ministry/preparing for ministry: one hour a week when scheduled
- Participating in meetings/trainings: three hours quarterly

Training Provided:

- On the job shadowing and instruction
- Short volunteer video training
- On-going support and development

Responsibilities/Duties:

The members of the Welcome Team are often one of the first people someone new to our church will meet. It is important, therefore, that our team members come with a positive attitude and provide a smile and warm welcome to all those who arrive for worship.

All members of the Welcome Team should:

- Wear their nametag (found in the Welcome Center drawer).
- Be familiar with the different ministry leaders at COTHA and, when appropriate, introduce them to new COTHA guests. (There is a cheat sheet in the Welcome Center notebook.)
- Be familiar with the building (classrooms, children’s areas, restrooms, etc.) to direct guests to the requested location.

PLEASE NOTE: A first aid kit can be found in the nursery on top of the file cabinet in a red box.



Greeters

- Before the service:
 - Arrive 20 minutes before the worship service begins and greet guests until 5-10 minutes after the service begins to accommodate latecomers.
 - For those arriving early, escort them to the Welcome Center and introduce them to a Welcome Center Host.
 - Escort families with children to the appropriate children's ministry rooms to meet the staff.
- Immediately after the service:
 - Re-introduce yourself to a guest, thank them for coming, and ask if they would like to visit our Welcome Center for more information about COTHA. If yes, then escort them to the Welcome Center and introduce them to a Welcome Center Host.

Welcome Center Hosts

- Before the service:
 - Arrive 20 minutes before the worship service begins and answer guests' questions until the service begins.
- Immediately after the service:
 - Stand at the Welcome Center for 15-20 minutes to answer any guests' questions about COTHA, ministry programs, denomination etc. – provide applicable brochures or a staff member's business card if helpful. Offer "Worship Explained" and the Rector's business card if new to Episcopal liturgy. (Contact list available in Welcome folder at kiosk.)
 - Offer guests a welcome bag and invite them to fill out an information card to be on our email list. (put completed cards in top drawer of Welcome Center Desk). Include your name and phone # on welcome bag and invite them to call you if they have any questions.
 - PLEASE NOTE: When there are only 3 welcome bags left, the Welcome Team Leader will ask someone from the team to prepare guest bags prior to the next Sunday service, ensuring all marketing material are updated and the most relevant info is placed in the bags. Order all goodies needed in bags (determined by budget) through Tom Stiles (tom@cotha.org).
- Each Monday:
 - For those who volunteer to call guests, you will receive an email from the church office with the name and contact information of your assigned guest. Please call them within 24 hours to thank them for visiting our service and to let them know about the next offering of the COTHA Connect course where they can meet the leadership team and find out more about what we believe, how we worship and the path to membership.



Team Leader

- Weekly
 - Touch base weekly with the church staff to ensure that there are enough people scheduled to serve on Sundays
- Monthly
 - Work with church staff to send a monthly email that includes...
 - How many new people we've welcomed
 - Any positive feedback we've received from guests
 - Outstanding examples of volunteers in action (i.e. Jack did a great job this last week because he went above and beyond in a particular way)
 - Important upcoming calendar events
 - New ideas on how to improve the level of service of the ministry
 - A schedule for when specific volunteers will call new guests
- Quarterly
 - Help volunteers develop a recruiting mentality so that they are adding new volunteers to serve in the ministry
 - Lead quarterly team meetings to...
 - Provide spiritual encouragement for volunteers
 - Discuss ways to improve the ministry
 - Train volunteers on various methods/tools to create a welcoming environment for guests and the congregation (i.e. how to handle families with children or how to help people inside when it's raining, etc.

Church Staff Responsibilities

- Weekly
 - Maintain volunteer calendar for greeters, welcome center hosts, and callers
 - Send reminder each Wednesday to those serving on Sunday
- Monthly
 - Provide Team Leader with statistics on number of new and returning guests
 - Suggest upcoming event dates to be highlighted by Team Leader in monthly email
- Quarterly
 - Reserve room for quarterly team meetings and provide logistical site support