

Guest Services Captain Responsibilities

Leadership is a stewardship. It's temporary, and you're accountable.
– Andy Stanley

- Should be a member of the church and willing to make a two-year commitment.
- Display enthusiasm, positive attitude, energy, and a Christ-like spirit to lead a team of Volunteers in welcoming, informing, and serving our Guests.
- Work closely with and have regular communication with your Co-Captain and the Director of Guest Services.
- Communicate with your Team on a regular basis. Pass along important information, cast vision, and encourage your Team members.
- Attend semi-annual Captains/Co-Captains meetings.
- Attend annual Guest Services Volunteer Training, and encourage members of your Team to attend.
- Be knowledgeable of Guest Services systems and procedures and lead your team within these guidelines.
- Identify and apprentice new leaders within your Team to one day “replace yourself”
- Lead a Team Meeting prior to your service time. During this time, you will communicate instructions for the day, share stories that show we're accomplishing our mission of *leading people into a growing relationship with Jesus Christ*, and pray with your Team.

****These responsibilities can be applied to specific areas such as Parking Team, Host Team, and Information Team.***