



VOLUNTEER HANDBOOK

Browns Bridge Community Church

3860 Browns Bridge Rd
Cumming, GA 30041-3927
Phone 678.965.8000
Fax 678.965.8001
www.brownsbridge.org

Guest Services Vision and Mission

Our mission is to lead people into a growing relationship with Jesus Christ by welcoming, informing and serving our Guests.

Welcome to the Guest Services Team!

We are so grateful that you have chosen to partner with us as we serve those who attend our church. As a Guest Services Volunteer, you have the unique opportunity to help create an incredible Guest experience for every person who attends our church. Think of your role as being the “host” in your home, and theirs as being the Guest.

This handbook is designed as a resource to help you in your volunteer role. Within its pages, you’ll find information that is generic to all Guest Services Volunteers (Parking Team, Host Team, First-Time Guest Team and Information Team), and brief summaries of each team within Guest Services.

While our desire is to provide you with an understanding of the mechanics of Guest Services, please keep in mind that the way you welcome, inform, serve or otherwise assist guests, will stay with them much longer than any “functional” assistance you provide.

Guest Services Guidelines and Procedures

Each week that you serve, you will receive an email reminder from your team Captain with the meeting schedule and any additional important details for the upcoming Sunday. Please be sure to look for this email and respond accordingly. If you should have any questions in general or specific to the Sunday you serve, please contact your Captain or the Director of Guest Services.

Sunday Schedule

Host Team and Parking Team Volunteers should arrive at the Guest Services Room **one (1) hour** before the Worship Service on the team's designated service day. This allows time to eat breakfast and have fellowship with other Volunteers, get your position assignment, pick up your name tag, and get instructions for the day. Host Team and Parking Team Volunteers will serve for approximately 2.5 hours each time your team serves. Details of this time will vary for each team.

Information Team and First-Time Guest Team Volunteers should arrive at the Information Center **45 minutes** before the Worship Service on the team's designated service day. This allows time to eat breakfast and have fellowship with other Volunteers, get your position assignment, pick up your name tag, and get instructions for the day. Information Team and First-Time Guest Team Volunteers will serve for approximately 2 hours each time your team serves. Details of this time will vary for each team.

Dress Code

Browns Bridge provides each member of Guest Services with a t-shirt that should be worn any time you are serving. Casual pants or jeans are appropriate; however, shorts are not unless you are serving on the Parking Team. Flip-Flops should also be avoided. For ladies, please be aware that short skirts, tight, or sheer clothing can be a distraction and should not be worn.



Host Team Members welcome all Guests that enter the church. In addition to greeting people, Host Team members answer questions and help guests find their way around the campus. As a Host Team Member, you are one of the very first impressions our Guests will have of our church.

Pre-Service

Please arrive at the Guest Services Room 1 hour prior to the worship service. When you arrive at the Guest Services Room, get your nametag and check the Host Team board to ensure that you have been assigned one pre/post-service position (greeter or usher) and one offering position. The Captain or other designated person will be there to help if necessary. If inserts accompany bulletins, you should help with stuffing the inserts into the bulletins.

In order to create a welcoming environment, here are some points to remember:

- Be in position **30 minutes before** the worship service begins.
- Please refrain from eating, drinking, or chewing gum while at your position.
- Please limit personal conversations with friends and other Volunteers.

- Greet those who arrive early and kindly inform them if the Production team is still rehearsing and assure them that the doors will be opened shortly. **(Please wait for either your Captain or the Director of Guest Services to call the Auditorium “open” before allowing Guests to enter.)**

Greeting (Auditorium)

Front Doors:

- Front Auditorium doors are zig-zagged **on the first element** of the service. This may be a welcome, opening song, or video.
- Front Auditorium doors are closed **at the beginning of the second element** of the service and signs are placed in front of the doors asking guests to use the side entrances. Vestibule lights are also turned off at this time.
- A Host Team member should remain at the front doors and kindly ask that Guests use the side doors.

Side Doors:

- Side Auditorium doors are zig-zagged **on the first element** of the service. This may be a welcome, opening song, or video.
- Please close the curtains at the **end of the last worship song**.
- Please remain at your door (outside of the Auditorium) greeting late arrivers until 20 minutes after the service begins.
- Side doors may be left zig-zagged throughout the service.

Greeting Reminders:

- Encourage Guests who have small children with them to utilize Waumba Land by handing “Baby Cards” to them as they enter the Auditorium.
- If a Guest needs assistance, make sure your position is covered and **walk them** to the environment.
- Please return to your position just before the service ends to say “Thanks for coming”, or “Have a great week”.
- Please refrain from opening any doors/curtains until the service has ended.
- Please remain in your position until 30 minutes after the service.
- Please assist in cleaning up the Auditorium post-service and take any lost and found items to the Information Center.

Greeting (Exterior)

- Exterior doors should be zig-zagged during Guest arrival.
- Please remain at your door greeting late arrivers until 20 minutes after the service begins
- Please close the doors when you leave your post.
- Please return to your position just before the service ends to say “Thanks for coming”, or “Have a great week”, etc.

Ushering

Ushering begins as soon as the doors are open! Your main purpose is to personally help guests find available seats. An inconspicuous scouting of empty chairs is the best way to do this. Quietly and politely asking guests if seats next to them are available allows you to put together a mental inventory of available seats. Politely ask guests to move to the center of their row in order to make as many seats readily available for our Guests. Once you've located seats, discreetly escort guests to them.

Ushering Reminders:

- Seat Guests in the front sections first, if possible.
- Encourage Guests to sit towards the middle of the row to allow accessible seating for late arrivals.
- Be proactive. Let Guests know that you may need to tap them on the shoulder and ask them to step aside for Guests to sit.
- Please stop seating before baptism or the sermon begins. We do not actively seat during these times. If Guests have gathered along the back wall, quietly point them to available seats.
- Guests are not permitted to sit along the back wall due to fire codes. If a Guest would prefer to remain along the back wall, please ask them to stand or offer to take them to an additional seating area, if available.
- Please assist in cleaning up the Auditorium post-service and take any lost and found items to the Information Center.

Offering Procedures

Confirm the location of your section and make sure someone is assigned to help you collect the offering. Buckets should be pre-positioned under the front right chair of each section (front row).

Typically an offertory prayer is given. Always refer to the weekly service order for clarity on when the offering will take place. **During the prayer, quietly move to your position.** At the conclusion of the prayer, start passing the buckets to collect offering (right side of row to left side of row). Please be observant and allow all those who want to give an offering the opportunity to contribute, including those who are standing around the perimeter of the auditorium.

Bucket placement

For the front of the middle section, count out enough offering buckets for the number of FULL rows back to the last full row across (which is just in front of the soundboard) and place those buckets at the right end of the first row at the front of the auditorium. Count off the number of FULL rows behind the soundboard and place those buckets at the right end of the first short row to the RIGHT (facing the stage) of the soundboard. Place THREE buckets at the right end of the first short row to the left of the soundboard (facing the stage) for those three shorter rows on the left side of the soundboard.

- If you don't have enough buckets, please ask your Captain where to obtain extra buckets.
- Be aware of when the offering is collected regardless if you're invited forward, at the conclusion of the prayer start passing the buckets to collect offering (right side of chairs to left end of row).
- Near the sound board (Front of House), please hold the buckets for the two short rows instead of passing them.
- Once all offering is collected, bring the buckets to the back left corner of the auditorium and enter the middle hallway in between the Auditorium, nearest the Count Room. Host Team members in the balcony should bring the buckets down the side stairs in the hallway.
- Your Captain or Co-Captain will collect the buckets. For safety & security reasons, when handling the offering, please make sure you are always with at least one other Host Team member. **All offering buckets should be brought to the Count Room, including those that are empty.**



Our Information Teams welcome Guests, answer questions about our church, and help Guests find their way around our campus. We ask that you serve every other week to stay current with our information.

When you serve

- Please arrive at the Information Center 45 minutes before the service begins. You will serve until 30 minutes after the service ends.
- Read the weekly “UpDate” that is sent to you via email from your Team Captain. A copy will also be available on Sunday. The “UpDate” provides a quick reference of the latest information for that Sunday and the coming week.
- Please face forward toward our Guests and be aware of someone approaching.
- Avoid sitting on the counter.
- It is best for only Information Center Volunteers to be behind the counter.
- Please refrain from eating or drinking when serving.
- When asked for directions to an environment, always take the time to escort the Guest to that location. We never want to “point” our Guests in the right direction.

- There should be **at least 2 Volunteers** at the Information Center during the service in case of emergencies or need. If you attend the service, please make sure to return to the Information Center before the service ends.
- Be aware of depleting supplies and restock them as needed.
- Straighten the counter as needed and keep it free of clutter.

Medical Care/HOPE Mentors

When a medically trained professional or HOPE Mentor checks in at the Information Center before a service, sign them in to the system on the laptop provided. In an emergency, you will be instructed by a member of the Staff to contact a Medical Professional or Hope Mentor. A staff member will meet them at the Information Center and give them further instructions.

Miscellaneous Information

The black notebook at the Information Center contains the Staff phone numbers, as well as other additional information about specific events. **Cell phone numbers are for Sunday morning emergencies only and are never to be given out.**

- Wheelchairs and general first-aid is available, but we do not give out medications.
- We do not announce problems with automobiles (lights on, etc.) or put attendees names on the screen for any reason.
- Lost and Found is in a closet to the right of the elevator. Information Center Volunteers should escort Guests to the Lost and Found closet. The room remains locked and a key is available at the Information Center in the black book.

First-Time Guest Team

The First-Time Guest Team is a sub-team of our Information Team. The purpose of this team is to specifically welcome, inform and serve our First-Time Guests. This team serves at our Information Center kiosk located in the Rotunda. The goal of this team is to create an incredible first impression by assisting First-Time Guests from the moment they walk through our doors.



“The sermon begins in the parking lot.” – Andy Stanley

Parking Team

Parking Team Members are literally the first connection that guests have with Browns Bridge Community Church on a Sunday morning. In addition to helping people park their vehicle, Parking Team members also greet guests and help them find their way around the campus.

Dress Code

As a Parking Team member, please remember to wear “weather appropriate” clothing. We will provide a Guest Services t-shirt for you. If the weather is warm enough, please wear this shirt. Safety vests, gloves, radios, and rain gear are available in the Guest Services closet for your use.

When you serve

- Parking Team members should arrive 1 hour before their service time and report to the Guest Services Room.
- The Parking Team should be in position **30 minutes before** the worship service begins.

- Please do not move any traffic cones or signage in the parking lot; these were placed with a specific purpose and the consistency of their location allows for a system that our Guests expect.
- During the service, several Parking Team members should remain outside of the building, around the parking lot to assist Guests and ensure safety in our parking lots.
- Parking Team members should return to their lots and be in position 10 minutes prior to the end of each service.
- Once the next Parking Team has relieved you, or there are no longer cars exiting the campus, please return your radio (turned "off" and placed in the charger), vest and gloves to the supply closet.

Reminders

If you are on the last rotation of the day, please help your Captain **remove all signs and traffic cones** to be stored on the back of the parking team trailer. Please help extend the life of our signs by handling and stacking them carefully in the trailer behind the golf cart.

Guest Services Emergency Procedures

From time to time, situations arise that are **true emergencies**. They demand your attention and affect the safety of one or more of our Guests. It is during these times, and these times only, that the word “emergency” should be used to communicate the situation. **Please never use the word “emergency” unless it truly describes the situation.** Some of these situations include:

Medical Emergency

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide the location and description of the situation
- The Information Team will contact our medical call list
- A staff member or medical professional will take over the situation
 - * Two wheelchairs are available on Sunday mornings
 - * Our AED (Emergency Defibrillator) is located at the Information Area

Suspicious Person

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide the location of the person, the description of the person, and their suspicious behavior
- Keep an eye on the person until someone arrives
- Do not confront the person

Missing Child

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Provide any important details (location, description of child, etc.)
- Your Captain and Guest Services Team will provide instructions

Fire

- Contact your Captain and the Guest Services Team on radio channel 1 and use the word “emergency”
- Pull the nearest fire alarm
- Report the location of the fire on radio channel 1
- Assist all Guests in following our evacuation plan
- Be prepared to report the status of evacuation on radio channel 1

Key Environments

Waumba Land (6-weeks – Preschool)

... is our Sunday morning environment for our infants to Pre-K children. In Waumba Land, children are taught that God made them, God loves them, and Jesus wants to be their friend forever.

UpStreet (Elementary School)

... is our Sunday morning environment for elementary school aged children. We want every child in UpStreet to understand three basic truths: I need to make the wise choice, I can trust God no matter what, and I should treat others the way I want to be treated.

Transit and Inside Out (Middle & High School)

... are weekly small group environments for BBCC Students. Transit, our environment for middle school students, meets during both the 9am and 11am services. Inside Out, our environment for high school students, meets Sunday afternoons from 4:30pm to 6:30pm.

Community Groups (Single and Married Adults)

... are small groups of six to eight individuals or five to six married couples who meet in someone's home for fellowship, Bible study, prayer, and accountability.

NEXT

... is a 20 minute informational meeting that provides an overview of the mission, strategy, and opportunities for connection at Browns Bridge Community Church. This is the perfect place to find out about the right NEXT step for anyone ready to get involved more at BBCC. NEXT meets at the end of both services, once a month.

Starting Point

... is a conversational environment where people can explore faith and experience community. Starting Point groups are a safe place for people with questions about faith, as well as those who want to learn about the Bible and Christianity. Groups meet for about 10 weeks and together explore the grand story of the Bible.

Thank you for serving with us.

Our prayer is that you will be blessed as you bless others
with your hospitality.

If you have additional questions that
were not covered in this Handbook, please contact your
Team Captain or the Guest Services Staff.

Jake Miller
Director of Guest Services
678-965-8204
jake.miller@brownsbridge.org

Laura Arline
Guest Services Coordinator
678-965-8214
c-lauraarline@brownsbridge.org