

Guest Services

General Sunday Checklist

Outside Teams (Parking)

Pre-Service

- Is the landscaping well maintained?
- Is the parking lot free of trash/obstructions?
- Is there clear, visible signage for traffic flow?
- Are traffic control measures in place (i.e. parking cones, barricades, etc.)?
- Have the Parking Team members met with their Team Leader to receive their assignments, obtain any special instructions for the day, and pray together?

During Service

- Is the Parking Team easy to identify (vests, hats, gloves, etc.)?
- Is the Parking Team directing traffic and greeting Guests?
- Are the Parking Team members communicating with each other as well as the Inside Guest Services Teams as needed?
- Is someone remaining in the parking lot throughout the service to survey the parking lot and ensure safety?

Post-Service

- Is the Parking Team interacting with Guests and helping ensure a safe, smooth traffic flow during exit?
- Have traffic control measures (signage, parking cones, etc.) been collected and put away?

Inside Teams (Host, Information)

Pre-Service

- Are the entry points and hallways free of trash/obstructions?
- Is there clear, visible directional signage throughout the facility?
- Is there clear, visible signage for each environment?
- Is the Information Center located in a place of high traffic, clearly marked and esthetically appealing?
- Is the Auditorium clean and free of trash?
- Is the Auditorium seating set-up in an orderly fashion?
- Are the bathrooms clean and fully stocked?
- Have the offering buckets been placed in the Auditorium?
- Have the Host/Information Team members met with their Team Leader to receive their assignments, obtain any special instructions for the day, and pray together?

During Service

- Are the volunteers easily identifiable (t-shirt, name tag, etc.)?
- Are there Greeters at each entry point to the facility?
- Are there Greeters at each entry point to the Auditorium?
- Are there Ushers available to help Guests find seats in the Auditorium?
- Are there volunteers strategically placed throughout the hallways to assist Guests?
- Is there a professionally printed bulletin for each Guest?
- Is each volunteer looking for opportunities to better welcome, inform, and serve Guests?
- Was the offering collected at an appropriate point in the service in a timely fashion?
- Are there volunteers available in the hallways during the service to assist Guests?

Post-Service

- Are the volunteers present at each exit point to interact with and assist Guests as they leave the facility?