

Information Center Volunteer Service Responsibilities

Smile & Engage!

We are welcoming and informative Hosts to our members and guests and as such a visitor's first impression of our church. In addition, we always want to be, friendly, helpful and professional in a polite, positive manner. Our mission is not simply to answer questions but to engage the guests that approach our Center. The opportunity is ours to inform them of the relevant environments at NPCC. Make it your goal to learn something about them as well as simply providing information. Everyone has a place in the Story and your genuine interest often proves to be the catalyst they need to begin involving themselves in a growing relationship with Jesus Christ. Attending to our members and guests should be our only priority during our two hours of service every other week. All Information Center Volunteers should understand and agree with the following minimum requirements for serving on the IC.

- Involve yourself in visiting and learning about the various environments at NPCC.
- Please respect your fellow servants and arrive 30 minutes before the service and plan to stay 30 minutes after the service or until relieved.
- Read and familiarize yourself with the Weekly UpDate. This is where you will find the most recent information for Sunday morning and the opportunities available to our members and guests.
- Review the Weekly Calendar and supplemental information in the Black Binder.
- Review the contents of the Will Call and Lost & Found Drawers.
- Check the Center for new brochures or information.
- In order to serve our guests, please face forward at all times while serving.
- Always be alert to someone approaching the table. Engage them immediately and offer assistance. A simple greeting such as, "Are you a first time visitor?" can open up a whole world of information for both of you.
- **Please remember your mission while serving and limit socializing with other volunteers to those moments when no one is in the vicinity.** Please, never provide the guest with the impression that they might be interrupting your private conversation. These two hours of service should be totally dedicated to our visitors and glorifying Him.
- **Please inform your family and friends of your service obligation** to the guests on your day of service and request that they respect this time by not requiring you to socialize during this time dedicated to serving others.
- **Please do not allow your family and friends to join you behind the Information Center.** While seemingly trivial it congests the area and offers negative connotations for the visitor. Visitors perceive your friends and family members standing behind the center, but not assisting, to be IC Volunteers disinterested in serving their needs.
- **If you must have a personal conversation with another volunteer or friend please** excuse yourself to the Captain and move into the Rotunda where the visitor does not perceive they are being deliberately ignored.
- **Please refrain from consuming food and drink while serving.** It is not only messy but sends the guest a message that they are not the priority. Coffee and donuts are available for consumption in the Host Team room. Simply let your Captain know that you need to take a break. **Food and drink, other than water, are unacceptable at the IC.**
- **Please do not place drinks, snacks, lost & found items, notes, personal items or friends and family members on the Counter.** It does not look neat or professional.