

Vision and Mission

Our vision is to create a Host Team environment that impacts guests and members of the host team for our mission of leading people into a growing relationship with Christ. We do this by welcoming, informing, and serving those who attend our services.

Objectives

Our objective is to create environments that are inviting, friendly, safe, and accessible to our guests. This includes parking, public areas, and the auditorium..

We'll measure our success in three ways: doing annual surveys of guests, feedback from emails and calls, and by setting a standard of a perfect safety record for our guests.

It's also important for us to help our Host Team volunteers grow in their relationship with Christ. We'll accomplish this by measuring participation in small groups and Starting Point.

Strategy

Design traffic flow, parking, and travel within the facility so that it is non-eventful for our guests. We'll accomplish this through planning, effective signage, and competent, informed volunteers.

Plan

We'll execute our strategy by maintaining and updating our guest plans for inside and outside our facilities. Buckhead Church staff will hold two to four leadership meetings a year with volunteer leaders to update plans with needed changes.

We recognize that our environments are dynamic and require regular updates.

Outside Hosts

Dress Code

You've heard the old saying that you only get one chance to make a first impression. All parking team members are able to wear shorts and jeans, but please don't wear cut-offs or jeans with holes.

Situational Dressing

Think about what you might be doing that day as you serve. Consider if you will be carrying a radio. If so, should you wear a belt?

Certainly be aware of the weather. Dress appropriately for the temperature and inclement weather. Ladies, be aware of what your clothes will look like if we have an unexpected rain.

Finally, just be aware that in the rare situation where you are dressed inappropriately, we will ask you not to serve just for that day. If you ever have doubts, just ask.

Pre-Service

Arrive in the Host Team room *one hour and ten minutes* before the service starts. For your convenience, we have provided parking at the Ivy Building just for volunteers.

Arriving early allows you time to socialize, as well as to go over any procedure changes or new event details for that day's worship service.

When Parking

Here are the responsibilities while serving:

- Timing - Take your position no later than ***40 minutes*** before the next service.
- Entrances – Keep traffic flowing.
- Signs - Check the signs for accuracy. Remove *Lot Full* signs at lots that are no longer full, etc. Fix signs that have fallen.
- Safety – Minimize the crossing of cars and people. To do so, park cars from near to far. Coordinate Pedestrian and auto traffic following the lead of your police officer.
- Communicate – Let the other teams know when your lot is filling to capacity.
- Professionalism – Please, no text messaging, or talking on cell phones. Minimize handling food, coffee, or soft drinks while you are serving.
- Greeting – Greet everyone with “Welcome” or “Welcome to Buckhead Church.” Say, “Thanks for coming” as attendees depart.

Post Service:

- ***Ten minutes*** before the service ends, please return to your position. Host Team members should remain in their positions for 30 minutes or until they are relieved by the team after them.