

# Guest Services Guidebook



**buckhead**  
church



## Welcome to Guest Services!

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We are so glad you are here and have taken this step to serve with us. Thank you for your willingness to help Guest Services create an environment that is warm and welcoming. We strive to be a church for the unchurched, a safe haven for everyone pursuing a growing relationship with Jesus Christ, and we could not do it without you.

You are influencing environments where life change happens, and our hope is that you will find significance in being a part of the team. Our guests enjoy their experiences because of you, and we just want to say again, "We're glad you're here!"

## Why We Are Here

The mission of Buckhead Church is to lead people into a growing relationship with Jesus Christ.

## What We Will Do

We passionately and joyfully work hard to elevate the dignity of the guest by creating welcoming environments where guests are comfortable, cared for, and ultimately discover the best next step in a relationship with Jesus Christ.

Do nothing out of selfish ambition or vain conceit. Rather, in humility value others above yourselves, not looking to your own interests but each of you to the interests of the others. - **Philippians 2:3-4**

## How We Make Decisions

**We will show care.**

*We are givers extending empathy.*

**We will remain flexible.**

*We are rubber bands willing to do anything to serve our guests.*

**We will have fun.**

*We are thermostats setting the temperature.*

**We will deliver WOW.**

*We are hosts delivering the extraordinary.*

## Key Environments

*Waumba Land* – This Sunday environment is for children six-weeks-old through Pre-K and meets during the 9:00 a.m. and 11:00 a.m. services.

In Waumba Land, children are taught: (1) God made me, (2) God loves me, and (3) Jesus wants to be my friend forever.

*UpStreet* – This Sunday environment is for elementary-aged children and meets during the 9:00 a.m. and 11:00 a.m. services. We want every child in UpStreet to understand three basic truths: (1) I need to make the wise choice,

(2) I can trust God no matter what, and (3) I should treat others the way I want to be treated.

*Transit* – This Sunday environment is for middle school students (6th–8th) and meets during the 9:00 a.m. and 11:00 a.m. services. Each week, students in Transit experience a combination of worship, games, a challenging talk, and time with their small groups—all designed to help them develop a faith of their own.

*InsideOut* – This Sunday environment is for high school students (9th–12th) and meets from 5:00 p.m. to 7:00 p.m. each Sunday. InsideOut helps students prioritize their relationship with Jesus Christ, have influence with their friends, and experience personal ministry.

*Community Groups* – These environments meet at various times and serve men, women, and married couples. They are comprised of eight to ten individuals or five to six married couples in the same stage of life and area of town. Groups meet regularly for a year or more to pursue spiritual growth and healthy relationships.

*Short-Term Groups* – These environments meet at various times throughout the year. Topics include spiritual growth, finances, marriage, or dating relationships. They're like Community Groups, but meet weekly for a short term to explore one topic.

*Starting Point* – This environment meets at various times and are eight-week conversational small groups where people can explore faith and experience community. It's where people's beliefs and opinions are valued and where no question is off-limits.

You are creating environments where life change happens.

## Sunday Schedule

- Guest Services volunteers are scheduled to serve on a reoccurring basis, every other week.
- You should arrive 70 minutes before your designated service time begins.

- If you are unable to serve, please communicate with your Team Leader in advance so they can find substitutes. This will ensure that our teams are best prepared to serve our guests.

“What you do speaks so loud that I cannot hear what you say.” - Ralph Waldo Emerson

## Dress Code

- Buckhead Church provides each member of Guest Services with a t-shirt that should be worn when you are serving. (Please do not alter the shirts.)
- Blue jeans and pants with no holes are great (shorts can only be worn by the Parking Team).
- Skirts are okay, but please use discretion and avoid miniskirts or dresses that are too short.
- Close-toed shoes or sandals may be worn. Please do not wear flip-flops.

## Reminders

- Be sincere when greeting guests. Practice good eye contact and attempt to connect with each person as you greet him or her.
- Always walk guests to their desired location, never point.
- Know the locations of all family ministry environments, restrooms, and adult environments.
- Be aware of any special events that Sunday.
- Your children may come to the Guest Services room until their environments are ready, though we ask that they not “assist” you while you are serving.
- Be in position at least 30 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while serving.
- Please refrain from texting or using your phone while serving.
- Please limit personal conversations with friends and other volunteers until you are finished serving.

## Individual Roles

### Usher

- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests walking down the aisles).
- Buckets for the offering should be pre-positioned before each service.
- Be aware of all available seats in your assigned sections.
- Interact with guests in your sections before the service and ask them to move toward the middle of their rows to create empty seats for other guests (as needed).
- Let guests sitting on the ends of rows know that you may need to tap them on the shoulder and ask them to step aside for guests to be seated.
- Be proactive! Seat guests in the front sections first, if possible.
- Seat guests with babies or small children in the designated section in the back.

“Hospitality is not to change people, but to offer them space where change can take place.” - Henri J.M. Nouwen

- Be aware of the locations for handicap seating, and speak with your team via radio about available spaces.
- There are reserved seats for first-time guests that come in late. These are managed by Access Team.
- A team of ushers is needed to stand at the doors in the rear of the Auditorium throughout the service in order to watch for those who need to be walked to their seats or for emergencies.
- Please walk latecomers to their seats only when Andy Stanley is speaking live.
- Baptisms: We do not actively seat during baptisms.

- Radios should be turned off and placed securely in the correct charger bases after each service (when properly placed, the light on the charger base will activate).

“I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” - Maya Angelou

### Greeter

- Acknowledge all guests as they enter and leave the building.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- When asked for directions to an environment, always walk the guests to those locations. (If you are unable to leave your position, you can introduce guests to a member of the Access Team who can then escort the guests to their desired locations.)

- Listen for timing calls from your Team Leader for when to close and open Auditorium doors.
- Radios should be turned off and placed securely in the correct charger bases after each service (when properly placed, the light on the charger base will activate).

“Kind words can be short and easy to speak, but their echoes are truly endless.”  
- Mother Teresa

### Access

- Welcome guests that approach Guest Services.
- Have positive body language (smiling, good posture, arms unfolded, and attentive to guests approaching).
- Assist new guests in navigating the building and finding appropriate ministry environments; offer them a Guest Guide.

- Always walk guests to locations or environments around the building. Communicate to your team members if you are leaving a position empty so they can fill in for you.
- Have knowledge of each ministry environment, including appropriate ages and locations for all family ministries and any upcoming events.
- Manage the iPad, lost and found, medical and CARE pager, and all materials at Guest Services.
- Radios should be turned off and placed securely in the correct charger bases after each service (when properly placed, the light on the charger base will activate).

“A kind gesture can reach a wound that only compassion can heal.” - Steve Maraboli

### Parking

- Smile and wave at guests as they arrive and depart from the parking lots.

- Clearly direct guests to parking spots and our building.
- Please do not move traffic cones or signage in the parking lots. These are placed intentionally.
- The volunteers at the end of the service should stay in position until your Team Leader releases you.
- Parking Team members should return to their positions ten minutes before the end of the service.
- At the end of the service, volunteers should return all equipment to the parking room.
- Radios should be turned off and placed securely in the correct charger bases after each service (when properly placed, the light on the charger base will activate).

## Emergency Procedures

### Active Shooter

- In the event of an active shooter or the threat of a shooter, attempt to remain calm and GET OUT of the building as quickly as possible, calling out to others to do the same as you exit.

- Once outside the building, CALL 911 immediately.
- If you cannot exit the building, CALL 911 as soon as possible, speaking slowly and quietly. Then HIDE.
  - Get out of the shooter's view, lock the door, and turn off the lights.
  - Silence your phone and turn off your radio. DO NOT activate fire alarms.
- If neither running nor hiding is a safe option, as a LAST RESORT when confronted with the shooter, adults in immediate danger should consider disrupting or incapacitating the shooter or TAKING him OUT with physical aggression.

### Medical

- Use radio channel 5 to notify a Guest Services staff member and team leader immediately to communicate you have a medical emergency.
- Provide the location of the person and a description of the situation.
- Access Team will contact someone from the medical team and a staff member and medical professional will take over the situation.

### Suspicious Person

- If an individual makes you uncomfortable, seems out of place, is carrying a bag or clutching a suspicious item, or looks suspicious, use radio channel 5 to notify a Guest Services staff member and Team Leader immediately.
- Provide the location of the suspicious person, a description, and the suspect behavior.
- Keep an eye on the person until a staff member arrives (do not confront the individual).

### Missing or Lost Child

- Notify a Guest Services staff member and your Team Leader immediately, using radio channel 5, that you have a missing child or lost child.

### Fire

- Contact a Guest Services staff member and your Team Leader on radio channel 5 to communicate you have a fire emergency and its location.
- Pull the nearest fire alarm.
- Assist guests in leaving the building via the nearest exit. (Parents must exit the building and find their children outside.)

- Each environment has a specific plan to follow in order to safely evacuate all children into designated spaces outside the building. (Again, parents ARE NOT to go to their children's environments in the building, as they will already be evacuated and outside waiting.)

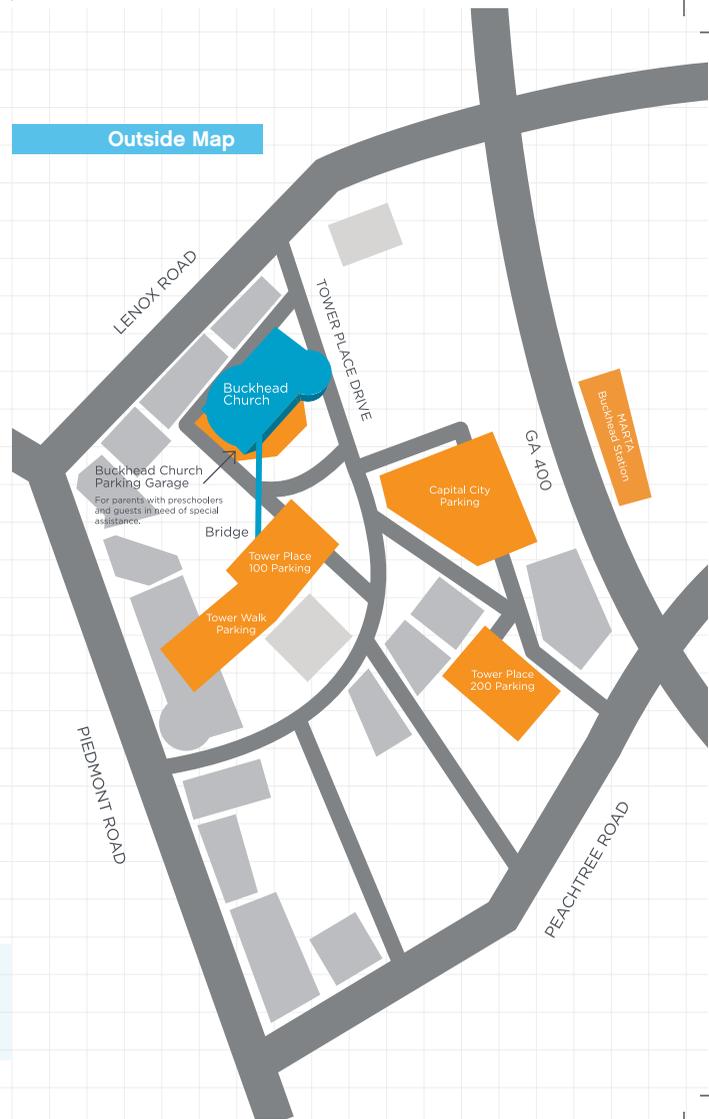
### Weather

- If the official call is made by a Guest Services staff member, move people into a shelter-in-place. Do so calmly, quickly, and into the closest location.
- Avoid elevators and stay away from doors, windows, glass, and exterior walls.

### CARE Network

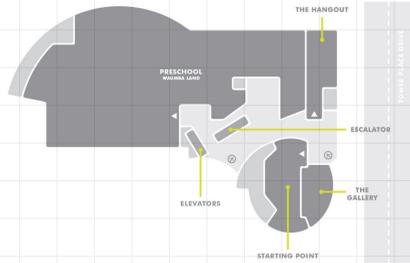
- Should guests need CARE assistance, advise them that a CARE staff member or volunteer will be available after each service.
- If the situation requires immediate assistance, walk the guests to Guest Services and a member from the Access Team should be notified.

“No one is useless in this world who lightens the burdens of another.” - Charles Dickens



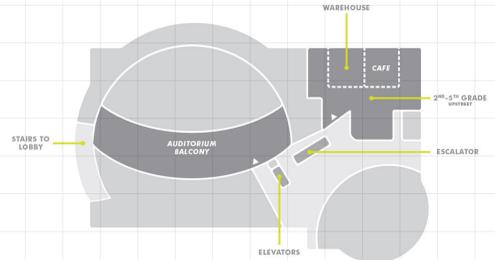
## Inside Map

**BUCKHEAD CHURCH  
1<sup>ST</sup> FLOOR**

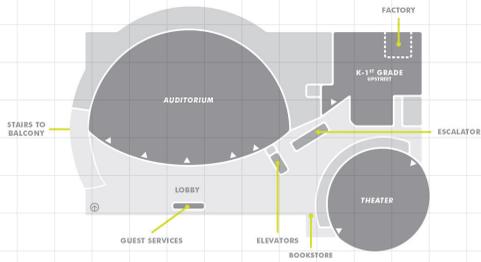


## Inside Map

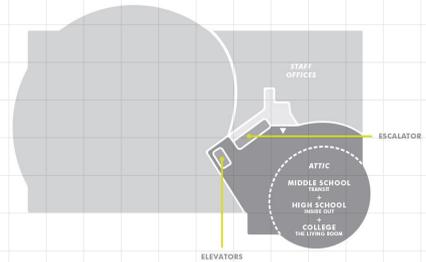
**BUCKHEAD CHURCH  
3<sup>RD</sup> FLOOR**



**BUCKHEAD CHURCH  
2<sup>ND</sup> FLOOR**



**BUCKHEAD CHURCH  
4<sup>TH</sup> FLOOR**



**How you feel  
about a guest  
when they walk  
in will be reflected  
in how they feel  
about you when  
they walk out.**

