

# First Impressions

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## MINISTRY TEAM ORIENTATION

The First Impressions Team supports the ministry of the Word as a part of the Assimilation Ministries Team (Acts 6:1-7). First Impressions Team Members serve to greet guests in the first-time guest parking area and communicate by two-way radio the guest's name and a brief description of them to their teammates in the lobby. This makes it possible to greet first-time guests by name when they walk in the main entrance. They also assist our guests to find the various campus locations by escorting them or driving them in the golf cart.

Serving effectively as a member of the First Impressions Team requires knowledge of the following:

### Team Schedule

Team Members serve for forty-five minutes (8:30 a.m.-9:15 a.m., 10:30 a.m.-11:15 a.m.). They are asked to serve a minimum of two Sundays per month. In the event that a team member cannot serve on their scheduled week, they are to contact other team members to find a substitute. In the event that they cannot find a substitute, they should contact Buddy or Catrina Stewart, (205) 408-0444, [buddy.stewart@att.net](mailto:buddy.stewart@att.net).

### Identification

Team members are requested to wear their nametags every time they serve. Nametags are located in the Coat Room. If a new nametag is needed, one may be requested at the Connection Central Desk or by contacting Susie Farley, Ministry Assistant for Biblical Training/Membership, (205) 313-7782, [sfarley@brookhills.org](mailto:sfarley@brookhills.org).

### People Skills

The most significant role for this team is the ability to be gracious and welcoming to guests. Facial expressions, posture, and gestures are important because 80% of communication is non-verbal. Make eye contact, be the first to speak, and smile. Always escort guests to any destination.

### Assignments

Two team members will be assigned to greet in the first-time guest parking area, two will serve at the Main Entrance, and one will serve as a driver for the golf cart (AKA "Soul Train").

### Two-Way Radios

Radios are provided for communication with all other Assimilation Ministries Teams and for emergencies (see the attached Emergency Protocol). Team members will check out a radio from the Coat Room. A card listing the radio stations for all the teams is available at Connection Central. Welcome Central shares a radio station with the First Impressions Team and that station number is 16.1 on the radio. Ear pieces with a microphone are also available and will be provided for Team Members on request.

### Safety

Team members who serve in first-time guest parking need to wear a reflective vest for safety in the parking lot. These are located in the Coat Room cabinet.

### Resources and Information

The following resources and information will be available at Welcome Central:

- First-Time Guest brochures
- Small Group Brochures
- Offering envelopes
- A safe for tithes
- Bibles
- Pens
- The Welcome Central notes page on the flip chart is updated weekly with current ministry information.
- The "This Week at Brook Hills" folder contains a print out of all events for the upcoming week and also the contact information for the housekeeping staff person on call that morning
- For all other requests, refer to Connection Central

### **Campus Map**

Team members are asked to review the campus map and become familiar with the various locations around the campus. Team Members will be given a tour.

### **Child Check-In**

Team members need to be familiar with the following check-in locations:

- All first-time guests at Welcome Desk regardless of age
- Preschool on first floor (birth - kindergarten)
- Children on third floor (grade 1 - grade 5)
- Students at the Student Building located down the hill (grade 6 - grade 12)

### **Emergency Protocol**

Welcome Central and Connection Central Team members are designated as the communication relay to alert the Parking Team of the location of the emergency if an ambulance is called. Any team member may be asked to communicate with the Parking Team. The Parking Team radio station is 15.0. A deputy may also be contacted through the Parking Team at station 15.0.

### **AED (Automated External Defibrillator) Locations**

Team Members may be asked to locate an AED in the event of an emergency. The AEDs are in the following locations:

- Connection Central
- Second floor reception desk
- Student Center

Team members are welcome to contact the Assimilation Ministry Staff for any questions or needs:

Debby Bowers, Assimilation Minister, [dbowers@brookhills.org](mailto:dbowers@brookhills.org), (205) 313-7795 office, or (205) 936-2129 cell.

Susie Farley, Ministry Assistant for Biblical Training/Membership, (205) 313-7782, [sfarley@brookhills.org](mailto:sfarley@brookhills.org).

# Emergency Protocol

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## WHAT TO DO IN A MEDICAL EMERGENCY

**Call an ambulance and get the AED** anytime someone loses consciousness or, if in your best judgment, you think that one is necessary. If the family tells you not to call an ambulance, explain to the family that this is our policy and call 911 anyway.

**Automatic External Defibrillators (AEDs)** are located at the:

- Connection Central Desk in the Lobby
- Main Building 2<sup>nd</sup> floor Reception Desk
- Student Building Reception Desk

An EpiPen is located at the Connection Central Desk in the Lobby.

If the emergency occurs in the Worship Room, make every effort to move the person to the lobby outside Room 130.

**Emergency Response Team is on call every Sunday morning** to assist you. The ER Team member on call is the leader and the decision maker for any medical emergency on their rotation. They determine the best course of action in the event of a medical emergency. The ER team can be reached by alerting an Usher or calling 9.1 on the radio. Any of the volunteers at the Welcome Desk or the Connection Central Desk in the lobby can communicate with the ER Team by radio on Sunday mornings.

**Parking and Usher Teams** are also American Red Cross Certified in Basic CPR and use of the AED. These teams also serve as "first responders" to medical emergencies.

**The Parking Team should be notified of the location of the emergency when you call an ambulance.** They can be reached by calling 15.0 on your radio (if you have one). Any of the volunteers at the Welcome Desk or the Connection Central Desk in the lobby can communicate with them by radio on Sunday mornings.

**Sunday evening emergencies will be managed by the Usher Team and the Brook Hills Staff.**

Team members are welcome to contact the Assimilation Ministry Staff for any questions or needs:

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