

# Greeter

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## MINISTRY TEAM ORIENTATION

The Greeter Team supports the ministry of the Word as a part of the Assimilation Ministries Team (Acts 6:1-7). Greeter Team Members serve to provide a warm welcome for guests and members. This team serves at the various entrances in the main building.

Serving effectively as a member of the Greeter 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. or 5:30-6:15 p.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. If they cannot find a substitute, they should contact Don Cheatham, Team Leader, at (205) 447-7322, [drcheath@southernco.com](mailto:drcheath@southernco.com).

### Identification

Team members are requested to wear their nametags every time they serve. Nametags are located in a designated drawer at Welcome Central. 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 expression, posture and gestures are important because 80% of communication is non-verbal. Make eye contact, be the first to speak and smile. Shake the hand of all those who make eye contact. It is important to NOT offer a handshake to those who do not make eye contact or if they have an object in their right hand. Verbally greet all guests and members.

### Resources and Information

If asked for additional information about the church, introduce the guest to the servants at Welcome Central.

### Campus Map

Team members are asked to review the campus map and become familiar with the various locations around the campus in case they are asked to escort a guest or member.

### Child Check-In

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

- All first-time guests at Welcome Central 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)

### 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).