

Welcome Central

MINISTRY TEAM ORIENTATION

The Welcome Central Team supports the ministry of the Word as a part of the Assimilation Ministries Team (Acts 6:1-7). They serve to provide a welcoming environment for members and guests through a friendly greeting, directions to various campus locations, child check-in for first time families and information about the ministries of the church. They work closely with the First Impressions Team to walk guests to their desired destination around the campus. This team serves at the desk located just inside the main entrance.

Serving effectively as a member of the Welcome Central Team requires knowledge of the following:

Team Schedule

Team Members may choose to serve for either one or two hours to support any of the three Worship Gatherings (8:30 a.m.-10:30 a.m., 10:30 a.m.-12:30 p.m. or 5:30 p.m.-7:30 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. In the event that they cannot find a substitute, they should contact Jimmie Lou Pearson, Team Leader, (205) 678-4602, hjpearson@bellsouth.net or Betty Chafin, Team Leader (205) 243-1440, bettychafin@gmail.com.

Identification

Team members are requested to wear their name tags every time they serve. Name tags are located in a designated drawer at Welcome Central. If a new name tag 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.

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. Always escort guests to any destination unless you are the only team member at the desk. Only team members are permitted behind the desk.

Phone Etiquette and Information

The Welcome Central Team will answer the phone on Sundays. "Good morning, The Church at Brook Hills this is (your name)" or "Good evening, The Church at Brook Hills this is (your name)" will be the phone greeting. Answer the caller's questions and take a message for any information you are not sure about. Messages should be given to the Assimilation Minister or the Lobby Administrator. To make an outside call you must first dial "9".

Two-Way Radios

Radios are provided for communication with all other Assimilation Ministry Teams and for emergencies. The first team member to arrive at 8:30 a.m. will pick up a radio in the Coat Room for the morning Worship Gatherings and the last team member at the desk will return it after the second Worship Gathering. A card listing the radio stations for all the teams is posted at the desk. Welcome Central shares a radio station with the First Impressions Team and that station number is 16.0.

Resources and Information

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

- First-Time Guest Brochures
- Small Group Brochures
- Campus Map
- Offering envelopes/offering safe
- Bibles
- Pens
- The Welcome Central notes (read weekly updates)
- "This Week at Brook Hills" folder (all events for the upcoming week and contact information for the housekeeping staff on call)
- Flat tire inflator, battery charger (recharge as needed)

Each first-time guest receives a brochure that has been personalized with the name and contact information of the person who served them that morning. Extra resources are located in drawer under the computer. Team members will restock resources as needed.

Campus Locations

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

All children of first-time guests will check-in at Welcome Central. Team members need to be familiar with the first-time guest check-in procedure (see the attached orientation checklist). Children with special needs will be checked-in at Welcome Central but a room assignment will not be made until the appropriate age group minister has been consulted. Team members will alert the appropriate age group minister by radio (Preschool Ministry radio station is 6.0, Children's Ministry radio station is 8.0) and walk the child and parent/guardian to meet the age group minister. If there is a Buddy on call for the child, the age group minister will notify the buddy. If no Buddy is available, a parent/guardian must stay with the child during Small Group.

Emergency Protocol

Welcome Central Team members are designated as a communication relay in the event of an emergency. Team members may be asked to alert the Emergency Response Team, call an ambulance or alert the Parking Team if an ambulance is called. It is important for a radio to be at the desk at all times. The Emergency Response Team is on radio station 9.0 and 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

Donations and Other Items

Please do not accept donations at Welcome Central. Drop-off is located just outside of Worship Room 130. If another location is reserved for a donation to be dropped-off, it will be on the Welcome Central notes. Also, members and guests may need to exchange items. Direct them to the Coat Room where there is a Drop-off and Pick-up shelf for this purpose.

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

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

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

First-Time Guest Child Check-in Procedures

Preschoolers:

1. Have parent/guardian complete first-time guest card. Please have parent/guardian fill out ALL information on the card.
3. Open Excel program (icon on desktop).
4. Enter first name, last name, birth date, last four digits of phone number and room number (the room number will automatically be assigned by the Excel program or can be found in the flip chart).
5. Print the name tag and security tag.
6. Put the name tag on the child and give the security tag to the parent/guardian.
7. Walk the parent/guardian and preschooler to the room.

Children:

1. Have parent/guardian complete the first-time guest card. Please have parent/guardian fill out ALL information on the card.
2. Open Excel program (icon on desktop).
3. Add first name, last name, birth date, last four digits of phone number and room number (the room number can be found in the drop down menu or in the flip chart).
4. Print the nametag and security tag.
5. Write child's room number on card.
6. Circle room number on the list of Children's Small Group classrooms and hand that sheet to the parent/guardian.
7. Walk the parent/guardian and child to Room 304.

Please note that children of members and regular attendees will check in on the hallway where their child's Small Group room is located, not at Welcome Central.

Preschoolers: Direct the parent/guardian to check-in stations down the preschool hallway.

Children Grade 1- Grade 5: Direct the parent/guardian to check-in stations on the 3rd floor.

Orientation Checklist:

NAME: _____

SKILL

DATE COMPLETED

Two Way Radios

Check out radio from Coat Room

Turn radio on and adjust volume

Set radio station to 16.0

Change radio station

Operate the radio to speak to other team members

First-time Guest Child Check-in

Open Excel program

Enter first name, last name, birth date, last four digits of phone number and room number (room number may be added by the Excel program for preschool or may be selected from the drop down menu for children)

Print nametag
