



# Welcome Team SOP

## Connect Role

The Connect Role exists to create a warm, welcoming, and intentional environment where every person feels seen, valued, and comfortable from the moment they arrive.

### Arrival Times and Timings

SERVICE	9:30 AM	11:15 AM	6:00 PM
Arrival Time - <i>at connect desk</i>	8:45	10:30	5:00
Team Huddle	8:50	10:35	5:05
In Position - <i>ready to welcome</i>	9:00	10:45	5:15
Auditorium Doors Open	9:15	11:00	5:45
Auditorium Doors Closed	<i>10 seconds remaining on the countdown</i>		
Service Begins	9:30	11:15	6:00

<b>SERVE LOCATION</b>	<b>CAFE</b>
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<b>POSITIONS</b>	<ul style="list-style-type: none"> <li>● FRONT DOOR</li> <li>● AUDITORIUM DOOR</li> <li>● CONNECTING IN CAFE</li> <li>● DIRECTING IN CAFE</li> <li>● GUEST LOUNGE</li> </ul>
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## Positions

<b>BEFORE THE AUDITORIUM DOORS ARE OPEN</b>		
<b>x1</b>	<b>FRONT DOOR</b>	Holding the door open to welcome in guests, so they know they are valued and know we're happy to see them here today - that this is HOME
<b>All</b>	<b>CONNECTING</b>	<p>The rest of the team should be around the cafe, helping to welcome people, directing them to the tea &amp; coffee, toilets, milk &amp; sugar or kids check in.</p> <p>And simply connecting with new people - we don't want to see anyone left out, or on their own on a Sunday, this is the moment to go after the one - we're there to welcome them, connect, make sure they're seen, known and loved.</p>

<b>AFTER THE AUDITORIUM DOORS ARE OPEN</b>		
<b>x1</b>	<b>FRONT DOOR</b>	Continuing to welcome people into church.
<b>x1</b>	<b>AUDITORIUM DOOR OPENER</b>	<p>There to open the door to every person coming into the Auditorium, this is a radical welcome - we open the door to each of them and direct them to those seating.</p> <p>This show's we've been expecting them, we're ready and they're worth us going out of our way to make then welcome and at HOME here.</p>
<b>x1</b>	<b>DIRECTING PEOPLE IN THE CAFE</b>	<p>Stood in the gap between the front door and the auditorium doors, directing people.</p> <p>If this is your first time in the building, you don't know which way you're going, and from the front door, you can't see the Auditorium entrance, so a friendly face, "hey guys, it's this way, come on in!" is the perfect step to help here.</p>

## AFTER THE SERVICE

<b>x2</b>	<b>GUEST LOUNGE -</b> 1x male & 1x female	<p>This is a pivotal moment where we have the opportunity to personally meet with those new to church and connect with them.</p> <p><i>Practical: What does that look like:</i></p> <ul style="list-style-type: none"><li>- <i>Offering them a drink from the fridge, a tea or Nespresso Coffee [if you've never used the machine before, there's a quick guide next to it, but it only has one button!]</i></li><li>- <i>Offering them a seat and starting a conversation.</i></li><li>- <i>"Is this your first time in church today?" "How have you found it?" "Is it what you expected?" "Do you have any questions?"</i></li><li>- <i>Then grab them a Pen and Connect Card to fill in - "This is the best next step to getting connected, we'll send you some more info about what's coming up..."</i></li><li>- <i>And don't forget the gift bags!</i></li></ul> <p>In addition, people may be new to faith and are heading up to the Guest Lounge to pick up a free Bible; these are ready to be handed out alongside an Acts/Luke booklet with a bible study to start.</p>
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## Connect Role Overview

SERVICE	BEFORE	DURING	POST
9:30 AM	<ul style="list-style-type: none"> <li>● Ensure the café area is ready for guests</li> <li>● Be ready to welcome guests</li> </ul>	<ul style="list-style-type: none"> <li>● Open doors on time</li> <li>● Continue welcoming and guiding people into the auditorium</li> <li>● Welcome, engage, and identify new guests</li> </ul>	<ul style="list-style-type: none"> <li>● Connect Team moves <b>upstairs to the Guest Lounge</b></li> <li>● Focus on: <ul style="list-style-type: none"> <li>○ Meeting new people</li> <li>○ Building deeper conversations</li> <li>○ Helping guests feel at home</li> </ul> </li> </ul>
11:15 AM			<ul style="list-style-type: none"> <li>● Team splits: <ul style="list-style-type: none"> <li>○ <b>Some go upstairs</b> to the Guest Lounge</li> <li>○ <b>Some remain downstairs</b> to connect in café</li> </ul> </li> <li>● Maintain strong presence in both spaces</li> </ul>
6:00 PM	<ul style="list-style-type: none"> <li>● Ensure café is ready</li> <li>● Bring <b>yellow bags from the Guest Lounge downstairs</b></li> </ul>	<ul style="list-style-type: none"> <li>● Engage with people arriving early</li> <li>● Focus on conversations and connection</li> </ul>	<ul style="list-style-type: none"> <li>● Connect with guests</li> <li>● Man the connect guest and distribute gift bags.</li> </ul>