



## Welcome Team SOP

# Host Role

The Host Role ensures the auditorium is prepared, clean, and ready for each service. This includes setting chairs, placing materials on seats when required, clearing rubbish, and resetting the space between services.

### Arrival Times and Timings

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

**SERVE LOCATION**

**AUDITORIUM**

**POSITIONS**

- **BACK OF THE AUDITORIUM -**  
Team leader
- **TOP OF EACH AISLE**
- **DOWN EACH AISLE SEATING**

## Positions

### BEFORE THE AUDITORIUM DOORS ARE OPEN

All	<b>CONNECTING IN CAFE</b>	<p>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>
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### AFTER THE AUDITORIUM DOORS ARE OPEN

x1	<b>BACK OF THE AUDITORIUM -</b> Team leader	<p><b>This is the best position for a team leader -</b> communicating with their team - hand signals, chatting, they know where there are seats - they're in control.</p> <p>Greet each person arriving and then direct off to the left or right-hand side, depending on where there is space and who is available and ready to seat.</p>
x2	<b>TOP OF EACH AISLE</b>	<p>Greeting those passed onto you and choosing one of the following options:</p> <ul style="list-style-type: none"> <li>• Pass them down to the next person seating people in the aisle</li> <li>• Take them around the outside of the room for easier access to seats</li> <li>• If they're more comfortable at the back, seat them there</li> </ul>
x2	<b>DOWN EACH AISLE SEATING</b>	<p>This is the key moment where they're actually shown to their seat - a seat that lets them know there is room for them and they're valued.</p> <p>Make sure you know where there are groups of seats together to seat people.</p>

## AFTER THE SERVICE

All	AUDITROIUM RESET	<p>Reset the auditorium ready for the next service or event in the week.</p> <p><b>AFTER THE 9:30 AM SERVICE</b> Set up for 11:15 AM service (<i>setup guide is found on the inside of the AV room door</i>):</p> <ul style="list-style-type: none"> <li>● additional rows to be removed</li> <li>● chairs to be straightened,</li> <li>● rubbish cleared</li> </ul> <p>All ready for the 11:15 service.</p> <p><b>AFTER THE 11:15 AM SERVICE:</b> Set up for 6 PM service (<i>setup guide is found on the inside of the AV room door</i>):</p> <ul style="list-style-type: none"> <li>● rows to be removed</li> <li>● chairs to be straightened,</li> <li>● rubbish cleared</li> </ul> <p>All ready for the 6 PM service.</p> <p>After the 11:15 service has finished, the chairs need to be set for the 6:00pm service.</p> <p><b>AFTER THE 6 PM SERVICE:</b> Check with the staff team what setup is required - if no events are taking place mid-week setup will be for the 9:30 AM service next Sunday: (<i>setup guide is found on the inside of the AV room door</i>)</p> <ul style="list-style-type: none"> <li>● rows to be added</li> <li>● chairs to be straightened,</li> <li>● rubbish cleared</li> </ul> <p>All ready for next Sunday.</p>
All	POST 11:15 TOILET CLEAN	<p>Refresh and clean the toilets ready for the 6PM service. Including emptying bins, wiping down surfaces, mop floors.</p>

## Host Role Overview

SERVICE	BEFORE	DURING	POST
9:30 AM	<ul style="list-style-type: none"> <li>• Ensure the auditorium is ready for guests (clear of rubbish, chairs straight).</li> <li>• If required put out flyers on chairs</li> <li>• Move into the café and begin to mingle and welcome guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Move into the auditorium and focus on seating guests</li> <li>• Stick to your assigned location:                             <ul style="list-style-type: none"> <li>• BACK OF THE AUDITORIUM - Team leader</li> <li>• TOP OF EACH AISLE</li> <li>• DOWN EACH AISLE SEATING</li> </ul> </li> <li>• Follow the guide on seating guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset Auditorium:                             <ul style="list-style-type: none"> <li>• Straighten chairs</li> <li>• Reset rows for the next service/event</li> <li>• Remove cups and rubbish</li> <li>• Replace flyers if needed</li> </ul> </li> </ul>
11:15 AM			
6:00 PM		<ul style="list-style-type: none"> <li>• Engage with people arriving early</li> <li>• Focus on conversations and connection</li> </ul>	