



Welcome Team SOP

Seating Guests

Seating guests is more than showing people to chairs - it's about creating a space where everyone feels seen, valued, and at home. It's worship. Every guided step into the auditorium is an invitation into belonging, peace, and encounter.

POSITIONS

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

GUEST EXPERIENCE FLOW

- Auditorium door is opened**
 - *from the cafe side*
- Greeted at the back of the auditorium**
- Guided to the right or left**
- Greeted at the top of the aisle**
- Guided down the aisle**
 - or around the side of the room**
- Shown to a seat**

☀️ Top 5 Tips

1. Don't panic - plan and prepare. Put chairs out quietly and calmly - don't rush
2. Always know where there are empty seats in your area of the auditorium
3. We don't want anyone to feel uncomfortable in the seat you've guided them to so make sure you read their body language or better yet just ask - "*Are you happy sitting on the front row?*" make sure they know it is okay if the answer is no, we don't want to force anyone to sit where they don't want.
4. Be aware that people with prams will need space at the end of a row and possibly a chair removed to keep the aisles clear.
5. Place the first chair right - follow the tape guides on the floor, starting in the aisle and adding chairs parallel to the row in front.

The Why ?

Everything we do communicates something - we want to communicate a radical welcome, that we're ready and waiting for you, we've got you a space, you belong here.

The How

There are 2 extremes:

AT ONE END

We efficiently fill all the empty seats in every row, but when we run out of spaces, we have not planned for what's next.

AT THE OTHER END

We preemptively put out rows so that there is room for everyone, but there are then lots of empty seats.

WE MUST LIE IN THE MIDDLE OF THE 2 EXTREMES

- The goal is to fill up from the front backwards and the middle out.
 - This is a key location because this is the middle of the room, the first thing you see when you come in - it sets the atmosphere.
- If we don't have space to put a couple of families of 4-6 to walk in, we need to put more rows out
- If the only space to sit is in row 2, we need another row.

When people come in, they need to be able to see there is space for them.


Things to remember & look out for

KEEP AN EYE OUT

Keep an eye on people arriving, use the windows and see who is arriving in the car park: 2 people, family of 4, group of 6 - Is space for them by the time they make it through the door to find a seat? - If not, let's make room.

PRAMS

There are lots of new parents in our community with prams, and a mix of those who would prefer to stay in the cafe and those who like being in the auditorium.



For those in the auditorium, we have to make special consideration for where they'll park the pram and where the chairs need to be removed to make space.

The best place for a pram is in the middle aisles - this is because when we park a pram along the outside of the room, we're restricted in the number of rows we can then put out.

But remember this is a preference and not a hard rule - if there's not room on the ends of these rows, they still need a place to sit.

ACCESSIBLE SPACE

We have a space reserved in the middle section of the auditorium for a wheelchair user. In addition to the space, the adjacent seats are to be reserved with 'Accessible Companion' cards on the seats so that those attending church with a person in a wheelchair can sit with them.

CHILDREN

For those bringing children 1+ into the auditorium, we would first ask them if they're aware that there are fantastic kids groups that their little ones could be checked in to during the service.

If, however, they would like to remain in the service, please seat them towards the back of the auditorium so they can easily move through to the cafe should their child become restless.

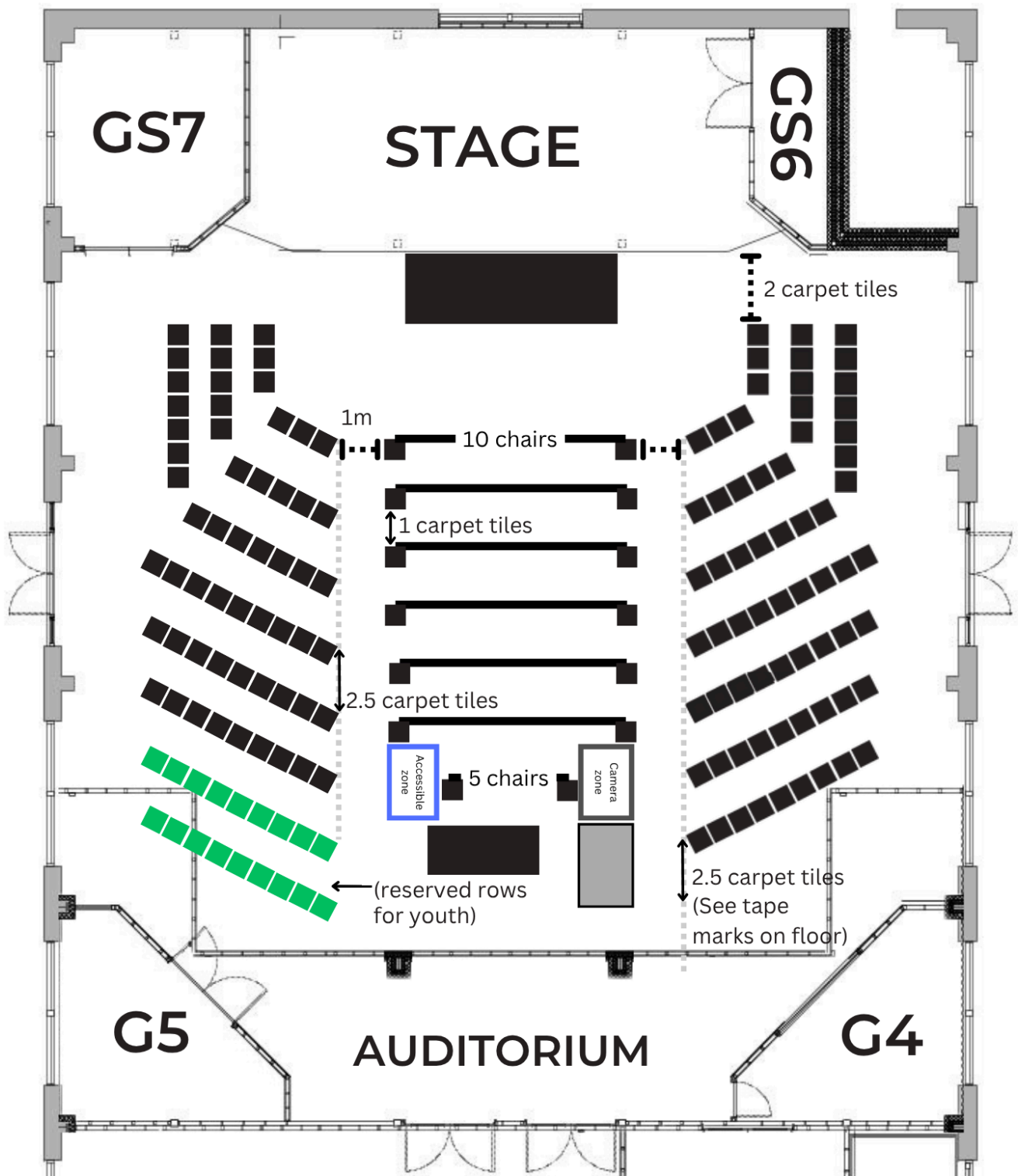
How do we put out chairs & where?

Putting out chairs is very much a science; there is one way to do it, and we've made it as easy as possible with the addition of tape marks on the floor.

See the diagram below for how we put chairs out for the start of each AM service.

Additional chairs should be put out when we are 80-90% full or as above if there is no space to fit a group of 4 people if they walked through the door.

🪑 Auditorium - Chair Layout Guide 🪑



Updated May 2026

