

THE ROLE AND THE WIN

AUDITORIUM HOST

Who do I report to? **Week day:** Auditorium Coach **Sunday:** Service Capitan

What is the goal of this role? Each Auditorium Host has the opportunity to make every person feel comfortable, safe, and welcome in the presence of God so they can receive love, grace, and forgiveness from their Heavenly Father.

How do I define the wins?

1. **Touch someone's heart today!**
2. **See** - Make a church guest feel seen.
3. **Connect** - Make a personal Connection with a church guest.
4. **Hope** - Leave someone feeling hope that they can belong here.

How do I reach the wins?

1. Arrive with enough time to huddle and get your heart ready as a team to serve each person with the love and heart of Jesus.
2. Strategically position yourself facing the direction of the people you are serving, greeting them with a warm smile.
3. Anticipate the needs of each person and eagerly assist meeting any needs you see.
4. Slow down and engage in lifegiving conversations with guests in the auditorium, encouraging them, and letting them know you are glad they are here.

What skills are needed to win?

1. Warm and friendly demeanor.
2. Attention to details – cleanliness, organization, set up.
3. Good communication skills to help someone or give direction.
4. Flexibility to help with every experience before, during and after service.

What makes my role valuable to the team?

Most people decide whether or not to return to a church within the first 10 minutes of being on site. The Auditorium Team plays the crucial role of setting the atmosphere of love and acceptance before people engage with the service.

