

# THE ROLE AND THE WIN

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## PARKING HOST

**Who do I report to?** **Week day:** First Impressions Coach **Sunday:** Service Captain

**What is the goal of this role?** To bring the fun as people pull in to service and leave them with a burst of energy on their way out, through energetic waves and big smiles in the parking lot!

**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. Truly see people by being present in every interaction. Connect with them personally, and emotionally. Leave them with hope in Jesus and belief that they have a place to belong.
2. Be the first to greet people, smile big, and wave!
3. Strategically position yourself in high-traffic pedestrian or traffic areas throughout the outside environments.
4. Maintain an upbeat and welcoming demeanor, so that guest's first and last interactions are hope-filled.

**What skills are needed to win?**

1. Warm and friendly demeanor.
2. Patient and kind – eager to help everyone.
3. Good communication, both verbal and non-verbal skills, to help direct traffic as needed.
4. High level of situational awareness in the parking lot.

**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 First Impressions Team plays the crucial role of seeing people from the moment they start to consider whether this church feels accepting.

