

# THE ROLE AND THE WIN

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## DOOR HOST

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

**What is the goal of this role?** To make church feel more personal and familiar by remembering people's names, noticing the new haircuts, and always being ready to share genuine compliments and warm greetings near the front doors.

**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 familiarize yourself with the foyer so that you are ready to show someone around if asked for directions.
2. Strategically position yourself in high-traffic areas throughout the front foyer so that every person is acknowledged on their way in and out.
3. Be the first to greet people, smile big, and wave – remembering as many names as possible!
4. Slow down and engage in lifegiving conversations with attendees as they enter and exit the church.

**What skills are needed to win?**

1. Warm and friendly demeanor.
2. Eagerness to meet new friends and make connections.
3. Good communication skills to show someone around.
4. Flexibility to help with every experience in the foyer before 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 Host Team plays the crucial role of seeing people from the moment they enter the foyer and begin to engage with our church experience.

