



ASCENT

HILLSIDE LEADERSHIP AND VOLUNTEER CONFERENCE

Welcome Team

BREAKOUT OVERVIEW



**Part 1:
Mission**



**Part 3:
Training**



**Part 2:
Goals**



**Part 4:
Summary**



MISSION



Part 1:
Mission

HILLSIDE'S MISSION IN OUR MINISTRY

To help people discover who Jesus really is, and live with, like, and for Him, now and forever.



WHY?

The Welcome Team gets to be the first face to introduce and support Hillside's mission to guests and our Hillside family as a whole.



HOW?

We support the mission by being the connection and warm welcome that allows guests and the Hillside family a feeling of belonging.



WHO?

The fun uncle of Hillside :)

**funcle - like an uncle, only
funner**

see also: handsome, awesome



22/23 YEAR REVIEW

WHAT WE ACCOMPLISHED THIS PAST YEAR

handed out 297 guest gifts

brewed 867 air pots of coffee

changed out 120 rolls of name tag paper

sported orange shirts ;)



GOALS



Part 2:
Goals

make people feel welcomed

make guests feel wanted



TRAINING + STRATEGY



Part 3:
Training +
Strategy

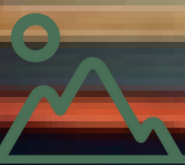
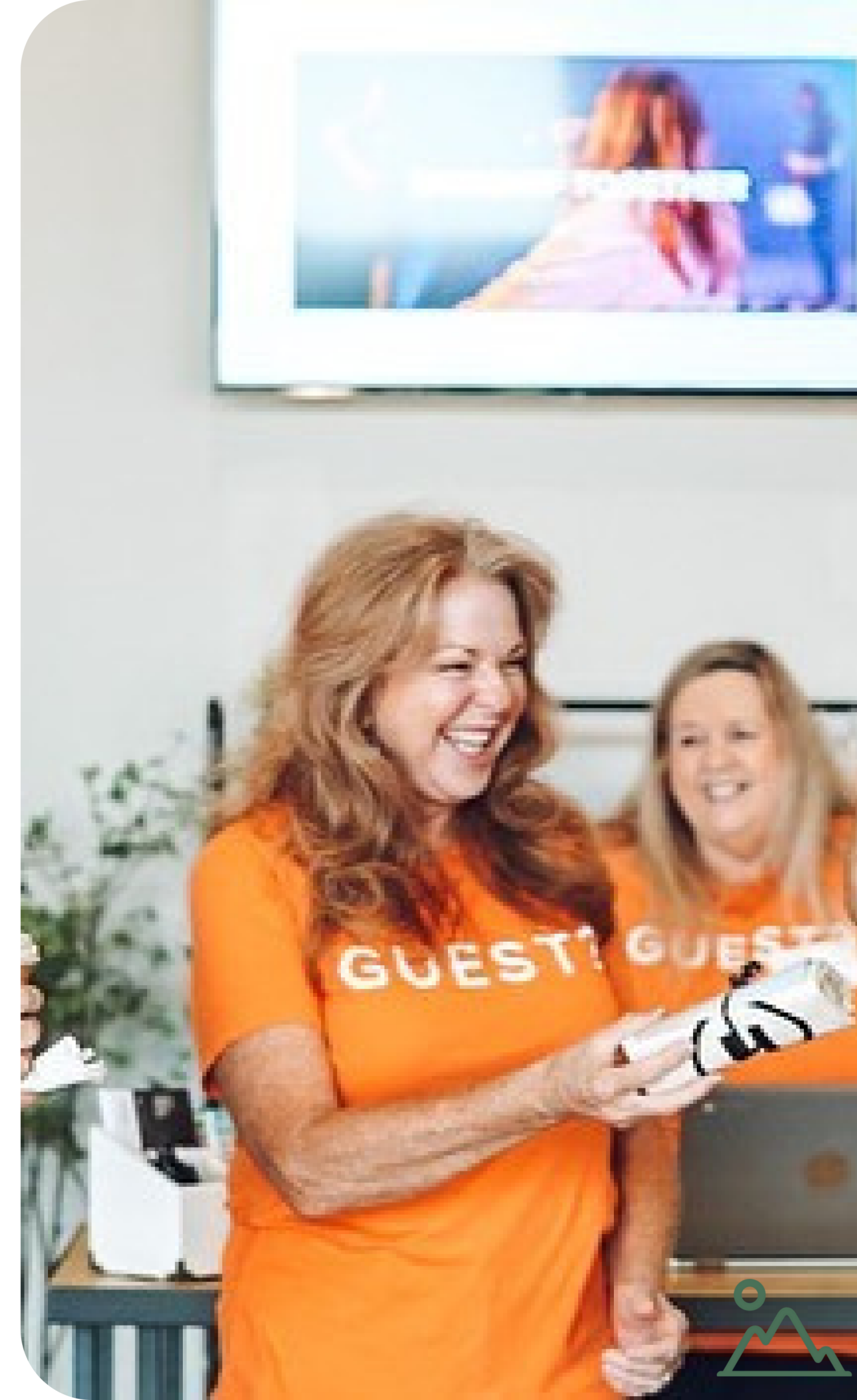
Consistently create an experience for first time guests to make them feel welcomed and that they belong.

Be ready for congregation and guests in each serving area.

Connect guest to Hillside's mission and invite them to next steps like attending go:discover.



Guest Experience





Greeting + Gift

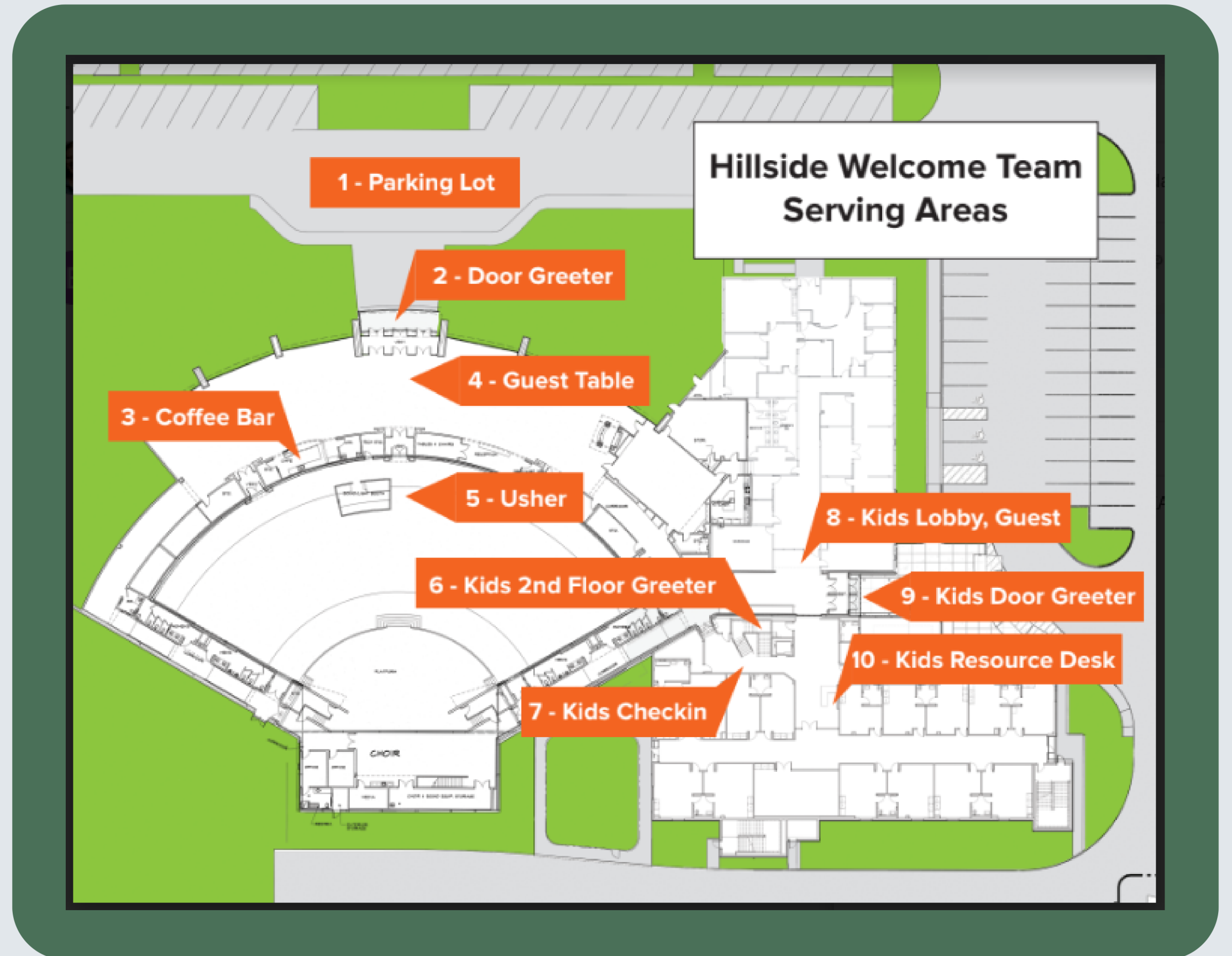
- 10/4 rule
 - 10', nonverbal greeting
 - 4', verbal greeting
 - in the first 28 seconds a decision is made
- new guest gift



Serving Areas



New Area



New Leads

- My new role
- Sunday Leads
 - 9:15, Dan Burbach + Aaron Washburn
 - 11:15, Shain Baur + Hayley Smith
- Coffee Bar
 - Jordan and Megan Muckway



Go:Discover



Additional Teams

- Guest Team
 - serves at Guest Table or Lobby
- Guest Gift Team
 - assembles gifts as needed

"Hospitality is always a matter of the heart, not a condition of our environment" Maria Goff



Summary

This is how we can support Hillside's mission through our ministry.



Guest Experience

creating a consistent and welcoming environment

Serving Areas

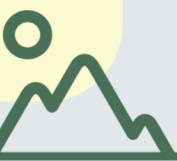
new Area + Leads

Go:Discover

ultimate goal for connection

Additional Teams

new ways to serve



wins + FAQs





Thank you!

