

Welcome Center Team Description & Expectations

First Impressions Mission:

Create an irresistible environment at The Ridge that says, “We’re expecting you,” by welcoming everyone who enters our church with friendliness and warmth, prepared to answer their questions.

Team Description:

- We know every Sunday at church is someone’s first time at The Ridge, and we welcome every person who comes through the door with a smile, ready to give tours and anticipating questions.

Serving Responsibilities:

- Arrive at 8:00AM to serve for the 1st shift (hello, goodbye, hello)
- Arrive at 1030AM for 2nd shift (goodbye, hello, goodbye)
- Arrive at 5:30 PM for evening service (hello and goodbye)
- Be present at the Welcome Center before and after service (when the parking team comes in feel free to go into service, please leave 5-10 minutes before service ends to serve)
- Welcome our first-time visitors by introducing yourself and asking them:
 - Their name(s), don’t be afraid to learn more about them.
 - Are they single, married, do they have children? How old are their kids?
 - How did they find the Ridge?
- Tell them their first steps:
 - Grab a cup of coffee and offer to show them where (be prepared to give them a tour if they want)
 - Give them an orange swag bag and encourage them to fill their connection card and take it to the connection room after service for a free gift
 - If they have kids help them get connected at Ridge Kids
 - If they have teens tell them more about RSC
- Discern where to lead visitors to if they want:
 - Resources → Resource Center
 - Food → Hospitality
 - Theology/Controversial questions about The Ridge → Connect
 - Prayer needs → Connect

First Impression Expectations:

- Meet with Team Leader to be trained on specifics of the position in which you’ll be serving
- Attend Prayer Huddle 30 minutes prior to church service (1st shift and evening services)
- Wear name tag while serving
- Learn how to utilize CCB for scheduling
 - Respond to Team Leader for scheduling
 - Indicate which Sundays you’re able to serve (preferred two Sundays per month)
 - Blocking out which dates do not work in your schedule
- Find a replacement if you can’t make a scheduled serving day or time
- Park in the spots furthest from the Ridge, along Highway 100

Ushering Team Description & Expectations

First Impressions Mission:

- Create an irresistible environment at The Ridge that says “we’re expecting you” to all who attend

Team Description:

- We minister to our guests by welcoming them all with a big “Hello!” and smile, ensuring a smooth church service, and attending to their special needs.

Serving Responsibilities:

- Make sure Programs are stocked prior to start of service
- Read through Service Plan (Found in Binder in Center Kiosk) prior to serving
- Check in with Producer and Previous Shift if there is anything to be aware about
- Welcome guests with a “Good Morning” “Welcome to The Ridge” and Hand out Programs
- Help individuals and families find seats if necessary as the auditorium fills up and the service is starting
- As service is starting, shut the doors closest to the Student Space right away to prevent sunlight from affecting the screens
- During the middle of the second song, close all doors and put up all signage, except for the doors closest to the café
- Final door must be closed right at the end of the first set of songs
- Use silent counters to do a head count of your section 5 minutes into the start of the message.
- Record the Head Count on the sheet in the Binder in the Middle Usher Kiosk.
- Have recycling baskets ready on top of kiosk after counting
- Offering....One person to stay with count team and dump the buckets, other Ushers to return to service
- Please sit near doors to assist anyone in need and ensure doors don’t slam shut
- If, during the service, you see any distractions or disturbances happening (families with crying children, disruptive guests, etc.), go get a First Impressions Coach and point out the obstacle to them
- Open doors for dismissal at the discretion of the Producer.
- Ensure auditorium is set to go for next service, great handoff to the next team.
- If there is ever any question, check in with the Producer

First Impression Expectations:

- Meet with Team Leader to be trained on specifics of the position in which you’ll be serving
- Attend Prayer Huddle 30 minutes prior to church service in the Ridge Student Community Room
- Wear name tag while serving
- Learn how to utilize CCB for scheduling
 - Respond to Team Leader for scheduling
 - Serve every other week for the same service (8:30am, 9:45am, 11:05am or 5pm)
- Find a replacement if you can’t make a scheduled serving day or time
- On the days your scheduled to serve, park in the spots furthest from the Ridge, along Highway 100

Resource Center Description & Expectations

First Impressions Mission:

- Create an irresistible environment that says “We’re Expecting You” by providing real and relevant info to all of our guests.

Team Description:

- The resource center team is responsible for answering questions our guests might have, providing resources (books and other series related material), helping people sign up for events and helping out with anything our guests might need.

Serving Responsibilities:

- Familiarize yourself with the flyers/handouts available at Resource Center, as well as the binder.
- Familiarize yourself with the Ridge website – tons of valuable info at the tip of your finger
- Learn how to navigate the iPads, including helping people sign up for events/groups
- First shift – put out the iPad's before first service
- Read through the Happenings sheet when you serve; it will also be emailed to you weekly.
- Answer questions that guests have about The Ridge
- Please keep area tidy. Hang coats on coat rack, and store all purses and personal belongs out of sight

Questions you may answer:

- Questions about the resources on the shelves
- Questions about The Ridge website
- Questions about happenings at the church
- Other questions should be directed to the church website

First Impression Expectations:

- Meet with Team Leader to be trained on specifics of the position in which you’ll be serving
- Attend Prayer Huddle 30 minutes prior to church service in the Ridge Student Community Room
- Wear name tag while serving
- Learn how to utilize CCB for scheduling
 - Respond to Team Leader for scheduling
 - Serve every other week for the same service (8:30am, 9:45am, 11:05am or 5pm)
- Find a replacement if you can’t make a scheduled serving day or time
- On the days your scheduled to serve, park in the spots furthest from the Ridge, along Highway 100, or on the South side of the building by Wal-Mart

Parking Team Description & Expectations

First Impressions Mission:

- Create an irresistible environment at The Ridge that says “we’re expecting you” to all who attend

Team Description:

- Sun, rain, snow, wind...whatever Wisconsin weather gives us on a Sunday morning, as the first point of contact with all people coming to The Ridge for church, we smile and welcome all drivers, directing them to open parking spots and guiding them safely through the parking lot.

Serving Responsibilities:

- Arrive at 45 minutes prior to 1st service to help set up cones and signage in the parking lot
- Wear orange vests and name tags when serving
- Direct traffic before, between and after church services to help drivers navigate the parking lot
- Stay 30 minutes after final church service to collect and return cones and signage

First Impression Expectations:

- Park on the North side of The Ridge building
- Wear name tag while serving
- Attend Prayer Huddle 30 minutes prior to church service
- Respond to Team Leader for scheduling, indicating which Sundays you’re able to serve (preferred two Sundays per month), and blocking out which dates do not work in your schedule

Greeters Description & Expectations

First Impressions Mission:

- Create an irresistible environment at The Ridge that says “we’re expecting you” to all who attend

Team Description:

- We love getting the doors for visitors, holding open car doors, and greeting everyone coming in and out of the church with a friendly smile and “hello”

Serving Responsibilities:

- Arrive at 30 minutes prior to service at which you’re serving to attend First Impressions Prayer Huddle
- Open & hold doors for all people going in and out of The Ridge
- Stay at the doors until the Parking Team has come in for the service
- Return to open & hold doors five minutes before service lets out
- Stay at the doors until the next team of Greeters comes to serve

First Impression Expectations:

- Meet with Team Leader to be trained on specifics of the position in which you’ll be serving
- Attend Prayer Huddle 30 minutes prior to church service in the Ridge Student Community Room
- Wear name tag while serving
- Learn how to utilize CCB for scheduling
 - Respond to Team Leader for scheduling
 - Serve every other week for the same service (8:30am, 9:45am, 11:05am or 5pm)
- Find a replacement if you can’t make a scheduled serving day or time
- On the days your scheduled to serve, park in the spots furthest from the Ridge, along Highway 100