SERVICE HOSTS

DAYBREAK HOST TEAM



OUR PURPOSE

The Host Team exists to help people move from the street to their seats by creating clear, intentional, and welcoming pathways for every person to feel seen, known, and loved here at Daybreak.

OUR WHY

We are not just volunteers.
We are hosts welcoming people to our home, creating memorable moments, and sharing the love of Jesus with others.

OUR WIN

We hope that every person who walks onto our campus feels seen, welcomed, and invited into the community.

We know we're winning when:

- Guests feel welcomed and at home.
- New people come back and Daybreakers take their next steps
- Our team enjoys serving together
- We're growing together

OUR IMPACT

- **People feel seen** - A simple smile or greeting reminds someone they matter.
- **Anxiety turns into comfort** - guests go from unsure to at ease within minutes.
- **Barriers are removed** - Friendly help and direction make it easier to engage.
- **Guests come back** - First impressions often determine if someone returns.
- **People encounter God** - When hearts feel safe, they're more ready to receive.
- **Moments turn into life change** - A warm welcome can be the first step in someone meeting Jesus.
- **The lonely are invited into community** - A moment of kindness can lead to an unexpected friendship.
- **The church feels like family** - Hospitality turns a service into a relationship.

Role and Responsibility

Service Hosts are responsible for greeting and ushering guests into their seats. We welcome, seat, and serve those who attend Sunday church service with a smile.

- Check-in prior to serving, this is where you will receive your daily assignment and get your name badge.
- Plan to be at your post 20 minutes before service; newcomers often arrive early. Let us know in advance if you cannot attend at the scheduled time.
- **1. GREET (20 min before - 20 min into service)**
    - **6 Patio (2 Upper Stairs, 2 Lower Stairs, Doors)**
        - Upper Stairs: Standing with a sign at the top of the stairs that connect to the upper parking lot
        - Lower Stairs: Standing with a sign at the top of the stairs that connect to the lower lot off of Ambrosia.
        - Doors: Standing at the Worship Center doors, greeting guests and handing out print pieces when applicable.
        - Patio: Float around on the patio welcoming any guests, especially those looking lost or new.
    - **6 Worship Center (2 Internal Doors, 1 at each of 4 Seating sections)** *(Numbers will vary between campus')*
- **2. OFFERING (20 min into service)**
- **3. COMMUNION 1st Sunday of Month (TBD on service)**
- **4. EXIT (60 min into service)**
    - After service ends, please return to your greeting post for roughly 5 minutes to say goodbye, thank you, and wish everyone who joined us a good week.

Team Leader:

- Check with the Team Coordinator for any special duties or handouts.
- Communicate any special duties or updates with the team.
- Assign usher positions and issue flashlights.

Pre-service tasks to delegate:

- Check for offering envelopes, pens and Connect Cards in seatbacks.
- Check that seating ropes are up, and remove them after the 2nd song.
- Open double doors to the Worship Center on each side of the Welcome Desk
- Close double doors once crowd entering dies down, open them for guests as necessary

Side Exit Doors should remain CLOSED until the end of service. We will block them off during service and can open them as exits after final dismissal.

Service Tasks:

Seating:

- Greet guests with energy and enthusiasm as they enter; smile and make eye contact.
- Stand at top of the aisle to help seat, always facing incoming guests as rows fill, help seat guests in your respective aisle.
- When possible, position one host at the top of the aisle and one halfway down the aisle.
- Encourage rows to fill from left to right
- Ask people to move in to fill gaps when necessary
- During crowded services especially, communicate the number of open seats to the Lead Service Host
- Hosts assigned to positions 1 and 5 in the Worship Center are asked to watch corner exit doors so they are not opened during service.
- Ropes: Open the center back section by the second song or as needed. Open side back sections as needed or as directed by the last song
- Wheelchair spaces are provided (2)
- Please keep aisles clear by placing strollers in the lobby. Baby carriers can be placed in seats if they fit.

Lobby doors should be closed as much as possible during worship, prayer and baptism. Guests will be asked to wait and watch in the Lobby during Baptism to respect the sensitivity of the moment and limit distraction. Lobby speakers should be at a low volume during worship and higher for the message.

Offering:

- Offering is collected electronically through the Church Center App, by tapping a phone to the seatback, or by dropping it in the offering baskets or boxes in the Lobby.
- To collect offering in services:
    - When the Ministry Moment after Worship begins, give a host a stack of Connection Baskets to pass for each seating section. They will line up in the back of the Worship Center until called down.
    - Send an additional host to the right side of each section without baskets to each section as well to collect them after they are passed.

- When the Host on stage cues for offering, hosts will walk to the front of the Worship Center. If there is no cue to come forward, go forward during the prayer to cause the least amount of distraction possible.
- Pass the baskets down the row. Collect at the end of the row and bring all offering baskets to Lobby Desk.
- All offerings will be put into a banking envelope and must be taken to the office safe by the Lead Host accompanied by a Safety Team Member.

Communion:

- Communion supplies are located in the storeroom. (Daybreak uses prefilled communion cups with wafers included - they are not gluten free.) Gluten Free cups are available at Welcome Desk.
- Bring a few bags from the storeroom to the lobby and 3 – 4 silver Communion trays to the lobby *(the cup insert is not needed)*.
- Fill a couple silver trays with communion cups by putting as many cups in each tray as they will hold.
- The hosts at the doors will hand out cups to guests as they enter the Worship Center near the front doors.
- *When communion starts, two hosts should be ready with extra cups for anyone who didn't receive one walking in.*

After Service:

- 6 hosts will remain inside to reset and collect trash after each service. 6 will return to their greeting posts to say goodbye to guests.
- BOTH SIDE DOORS IN THE LOBBY THAT EXIT TO OUTSIDE SHOULD BE OPENED WHILE PEOPLE ARE EXITING.