**Ministry Job Description:** Welcome Center Host

**Goal of Position**

The purpose of this position is to provide the ministry of hospitality to both members as well as visitors coming to worship at your church. When we connect our hospitality with our story of being welcomed and embraced through the grace and love of Christ, it becomes more than just a technique. Hospitality embraces people with God’s heart of love, creating a warm and welcoming space where people feel at home, where strangers become friends and family.

**Responsible to**

Hospitality Coordinator (provide person’s name)**Edit to suit your church.**

**Job Description**

Welcome Center hosts are often one of the first people someone new to your church may meet. It is important then to come with a positive attitude and provide a smile and warm welcome to all those who arrive for worship. Welcome Center Hosts should arrive at least 20 minutes before the worship service and typically stay at the Welcome Center until about 5 - 10 minutes after worship begins to greet latecomers and make visitors feel welcome. Additionally Welcome Center Hosts will do the following:

* Wear a name tag that includes your first and last name.
* Provide bulletins so visitors can follow the worship and get a sense of what your church is about.
* Provide a warm and friendly welcome to those who’ve come to worship – especially to anyone
 visiting your church. Introduce yourself with a handshake if appropriate.
* Encourage visitors to sign your church’s Guest Book or a visitor’s card.
* Answer any questions visitors may have about your church, ministry programs, denomination
 etc. Provide any brochures or the pastor’s business card if helpful.
* Be familiar with the different ministry leaders in your congregation so you’re able to connect
 and introduce those who may be new to your church.
* Be familiar with your building so as to direct guests appropriately.
* Follow up with visitors after the worship service.

 **Hospitality Coordinator Job Description**Along with what is posted above, the Hospitality Coordinator leads a team of Welcome Center Hosts by assigning who serves from week to week, provides training and is responsible for updating any information or instructions. Additionally it’s the Hospitality Coordinator’s responsibility to hold people accountable to their roles and to hear any suggestions and recommendations made by team members.**Edit the information above to suit your church.**T**ime required**

This will vary from church to church, but often Welcome Center Hosts are scheduled so that they serve a few times throughout the year. **Edit to suit your church.**

**Length of commitment**This will vary from church to church, but often people stay on for as long as they feel committed to this ministry.**Edit to suit your church.**

**Training Provided**In order to develop people in their ministry roles, it is important that Welcome Center Hosts are provided with training. Such a meeting will orient those who are new to this role and refresh memories of those who have done this before, as well as give the group the feeling of being united in this ministry – that they are part of a team. **In this space provide the specific training your church would provide.**

**Qualifications or special skills**

When you are the face of your church and congregation to those coming to worship, it is important to have a friendly and positive attitude. You must be willing to talk with people and help them when needed so that their experience is one where they meet God and see God in us. It is also helpful that you are familiar with your church’s programs and those in leadership roles.

**Benefits to this position**In your role as a Welcome Center Host you will have opportunities to meet and connect with members of your congregation as well as those who are visiting. It will also be great to know that through your gifts you are helping others get the most out of their worship experience.

 *Most of the information provided for this document was taken from the booklet “So you’ve been asked to Greet or Usher” by Cindy Holtrop. Some additional information came from a couple of Christian Reformed Churches and on-line resources.*