

# WELCOME TEAM

## MINISTRY VISION/PURPOSE:

To ensure that everyone attending Knowle Parish Church feels truly welcome.  
To help with the smooth running of the service.

## ROLE: Welcome Team Member at one of the Sunday services

## WHAT ROLE INVOLVES:

Detailed notes are provided, but basically the role involves:

**Arrive early:** Arrive at church 30 minutes before the service starts in order to prepare for the service and be ready to greet other worshippers as they arrive

**Help prepare for the service:** Do whatever the Welcome Team Leader needs you to do to prepare for the service before the congregation starts to arrive (eg getting collection baskets from the vestry, putting up hymn numbers, putting any necessary literature in pews).

**Welcome everyone:** Wear a name tag. Greet everyone who arrives with a smile and an appropriate greeting. Let people know you are interested in them, want to get to know them and are delighted they are there. Hand them anything needed for the service.

Be sensitive to the needs of those who enter the building – there's a fine line between being friendly and intrusive.

Be prepared to spend time and talk to people, to ensure they are ok

Answer any questions visitors may have. A visitor may not be aware of what is expected of them in the service – you should be able to reassure them and make them feel comfortable, answering any questions and gently guiding them without overwhelming them.

Stay seated at the back to greet and welcome latecomers

**Emergencies:** Be aware of the procedure to be followed in the event of a medical or other emergency and, if necessary, play your part in such a procedure.

**Holy Communion:** During a Holy Communion service, direct people to the appropriate place to receive communion

**Once the service is over:** At the end of the service, remain visible in case people have questions. Do whatever the Welcome Team Leader needs you to do to tidy up once everyone has left after the service.

## ESSENTIAL QUALITIES FOR ROLE:

A love of people and a welcoming smile

Reliability

## TRAINING/GUIDANCE PROVIDED:

On the job training provided by an experienced member of the Welcome Team

Detailed written guidance notes

Welcome Team gatherings once or twice a year.



**Interested? Want to find out more? Contact Helen Allen in the Parish Office (helen.allen@kpc.org.uk / 01564 779123)**

