



Friendship Team

Oakwood's Mission: *Sharing God's Love, Living God's Word*

Assimilation Overall Goal: *Moving people from first-time guests to active members*

Friendship Team Goal: *Creating a positive experience for first-time & returning guests and helping them get connected.*

The Friendship Team at Oakwood Community Church seeks to ensure a positive experience for our guests. When guests check out Oakwood on a Sunday morning, it's the Friendship Team that goes out of their way to make guests feel welcomed, loved, accepted and comfortable. Our goal is to show people how much we care about them, and ultimately how much God cares about them. We can do this in many ways, whether that's offering a friendly hello and a handshake, assisting a family with their kids, connecting with and listening to guests, providing them with information and answering questions, or helping them find a comfortable seat. When guests feel valued and cared for, they will return!

General Responsibilities for All Friendship Team Members:

1. Arrive by 9:45am to be ready for 10:00am pre-service meeting & prayer.
2. Be in position ready to serve guests by 10:10am.
3. Be warm, friendly and focused on serving and connecting with guests.
4. Return your Friendship Team Follow-up Card to your team leader after the worship service (or put in Pastor Shane's box in the office).
5. If you can't serve on your scheduled week, switch weeks with someone or get someone to cover for you.
6. Look for and welcome returning guests even on the weeks you are not scheduled.
7. **NOTE:** The expanded Friendship Team covers most of the ushering duties with the Section Greeters, but others will need to help collect the offering (5 total needed).

Friendship Team Roles:

Team Leader

The team leader will serve in one of the Welcome Center roles (host or connections table) on their scheduled week. Team leaders are also responsible for organizing the pre-service meeting, leading the team in prayer, and making sure we have 5 people assigned to collect the offering, and that people are in place, ready to serve by 10:10am. Additionally, team leaders will help coach and encourage team members in their roles. You will need to stay in close, regular communication with Pastor Shane and your team to make sure we are connecting with people and ensuring a positive and consistent guest experience each week. You will collect the Friendship Team Follow-up Cards from your team and fill out a group email report each week you serve as leader.



Door Greeter

By serving as a door greeter you have the opportunity to make one of the very first impressions on our guests at Oakwood. Door greeters stand by an entrance to the building and welcome guests and regular attenders by opening the door for them, smiling and offering a friendly hello. Door greeters should also help guests by guiding them in the right direction, whether that is to the children's check-in, welcome center, restrooms, or the worship service.

Connections Table

People working at the Connections Table will be available to connect with our first-time and returning guests, provide them with information about Oakwood, and answer any questions they may have (or make a note of their question and commit to get back to them with the info). You will also be responsible for setting up the connections table when you arrive, distributing gifts to first time guests, and occasionally helping with event sign-ups (like Discover Oakwood). To be successful in this role you need to be knowledgeable about Oakwood and stay informed of upcoming events and opportunities for people to get involved or serve. The weekly bulletin, monthly calendar, church website, and communication with staff are great resources for this. Remain at the connection table until 10:45am and be in place as soon as the worship service ends, as well.

Welcome Center Host

The Welcome Center Hosts greet people with a smile and engage guests in friendly conversation. More than just a greeter, our hosts will seek to make connections with guests, answer questions, make them feel welcome, and even introduce them to other people from Oakwood. Additionally, you will help new families feel comfortable by serving as a host for them after they check their kids into Oakwood's children's ministries for the first time. The children's ministry check-in volunteers will introduce you to the new family and you will guide them to their classrooms and introduce them to their teacher(s). Then you can guide the parents back to the welcome center or worship service. Your goal is to connect with them and make them feel welcome. Introduce them to others if time permits. At least one Host should remain in the welcome center until 10:45am.

Worship Greeter

Worship greeters are stationed at the entrances to the sanctuary to welcome guests and regular attendees with a smile, a friendly greeting, and by handing out the weekly bulletins. This helps create a warm, friendly environment and shows people that we're glad they are here and we're prepared for them. During the prayer time after announcements the worship greeter will close the door and kindly let people know they will be able to enter as soon as the prayer time is finished. At least one greeter should remain at each entrance greeting people until after the prayer time.

Section Greeter

Section greeters will serve to identify, welcome and connect with new guests once they arrive in the worship center. Section greeters will be responsible for covering two sections (see map on schedule) and should move around and mingle with guests in their sections prior to the start of the service. Once the worship service starts, the sections greeters should stand in the back of their sections until 10:45 and help late arriving guests find a seat. Look for an opportunity to greet and connect with late-arriving guests after the worship service. Section greeters will also serve as ushers to help collect the offering.

Possible Future Team Roles: Parking Lot Attendants, Coffee Bar, Follow-up Team