



Information Desk Host – Position Charter

What/Why

The purpose of this position is to provide hospitality to both regular attenders as well as visitors attending Hillside Community 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 Jesus' love, creating a warm and welcoming space where people feel at home, where strangers become friends and family.

Expectations

- You will be on a rotating schedule, serving one Sunday a month or less.
- If you are unable to make a scheduled Sunday, you are responsible for swapping dates or finding a replacement from the list provided by the Info Desk Coordinator.
- You should be available at the desk no later than 10:40 am on the Sunday you are scheduled to set up the retractable sign and lay out any materials.
- You will attend the desk after the service as well, for approximately 15 minutes, and return info desk items to the storage room.
- You should be vibrant and outgoing and always wear a welcoming smile.
- You should be willing to wear a nametag.
- You should be able to answer any questions visitors/attenders may have about HCC ministry programs, or be able to steer them toward the right person to receive the information, i.e. the Pastor, Program Coordinator, or member of one of the Boards.
- Provide any brochures, connection cards, Church Staff business cards, etc., where helpful.
- Welcome first-time visitors:
 1. Give them a welcome pack.
 2. Encourage them to fill out the included connection card.
 3. Thank them for coming and invite them back.
- Be familiar with the facility so as to direct visitors appropriately, i.e. washroom, coffee, children's area.
- Pass on relevant information and collected Connection Cards to the Program Coordinator.
- You must love Jesus and demonstrate a growing relationship with God.

Related Spiritual Gifts

Helps/Service – Administration – Encouragement - Hospitality

I understand and agree to adhere to the above.

Information Desk Host

Date (m/d/y)