



## USHER SERVE TEAM

### TEAM VISION STATEMENT / DESCRIPTION

From the streets to the seat, the Guest Experience team strives to create an unforgettable experience with high energy and warm smiles. Your goal is to personally help guests find seats. Ushers are also responsible for coordinating offering and maintaining the flow of the service

### HEART OF A TC VOLUNTEER

- Passion to ensure that partners and first time guests have an amazing experience
- Desire to create and maintain relationships with fellow volunteers
- Desire to be intentional and go above and beyond with each interaction with all partners and first time guest so we can best serve their needs
- Desire to serve the vision of Transformation Church
- Embody our culture of “ENERGY”

### GENERAL

- Wear volunteer t-shirt everytime you serve
- Attend or watch a weekend experience
- Attend any meetings, trainings, and campus activities
- Weekly time commitment:

### SUNDAY RESPONSIBILITIES

- Arrive on time to huddle with a heart ready to serve
- Rep your volunteer t-shirt so you can be identified by VIPs, partners, security, and other Game Changers
- Get checked-in and print name tag at our check-in point, in the Game Changers Care Lounge
- Assume position at designated time
- Stay in constant communication with your team lead and other volunteers
- Help serve partners, VIPs, and staff members to their seats
- Pick up any trash found in auditorium or lobby
- Check in with team lead to ensure no team member is left behind

### DURING THE WEEK (examples)

- Accept Planning Center invites



- Stay engaged on all communication platforms
- Spend time in the word and prayer
- Winvitation - transformation always starts with invitation. Invite others to experience transformation through Christ

#### **CONTACT INFORMATION**

- [iserve@transformationchurch.us](mailto:iserve@transformationchurch.us)
- How will you be communicating with this team? Groupme, Planning Center and Email