

COTK WELCOME TEAM CHECKLIST

Team Leader: Josh & J'anvieu Parnell 713-898-9636



- **Before Service**

- Arrive on campus 30 minutes before service begins.
- Be in place 20 minutes before service begins.
- **Place any belongings you may have at the Information Central desk.**
- **Retrieve a Dream Team badge and wear it throughout the time you are serving.**
- Position greeters strategically throughout the main entrance, foyer, and worship center entrances for multiple layers of greeting guests.
- Open main doors and welcome guests as they arrive. Always smile!
- Smile, welcome, and engage with everyone as they enter the foyer and worship center.

- **During Service**

- Remain in place until the first worship song has ended (approximately 10 minutes after service begins).
- Proactively engage latecomers as they enter and always smile!

- **Additional Info**

- Wear your Dream Team badge (blue lanyard) when serving.
- As you connect with guests, remember the **3 N's**:
 1. Learn their **name**.
 2. Listen to their **needs**.
 3. Lessen their **nervousness**.
- Communicate to your Team Leader if you are late or need to cancel.
- Reach out to your team and have someone fill your spot if you are unable to serve.