

FAQ: Hospitality Ministry

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Do I have to be a member to volunteer in the Hospitality Ministry?

For leadership roles within our Hospitality Ministry, church membership is required to ensure alignment with our mission and values. However, not all volunteer positions necessitate church membership. We welcome anyone with a heart to serve to join our team, allowing you to contribute in various capacities while becoming familiar with our church community. This approach lets us open doors to broader participation and ensures that those in leadership positions are deeply connected with our church's vision.

How do I sign up to serve in the Hospitality Ministry?

Signing up is simple! You can express interest by signing up at the Information Desk on Sunday mornings or contacting the church office directly. Keep an eye out for our upcoming serve page, which will make joining our team even easier.

What times are available to serve?

Our hospitality teams are active primarily on Sunday mornings, with volunteers serving once a month before and after one of our two services. The early team's shift is from 8:45 AM to 10:30 AM, and the second service team from 10:30 AM to 12:30 PM. For those available during the week, there are opportunities to greet guests in the church office and assist our facilities staff with building maintenance.

What are the requirements for serving in the Hospitality Ministry?

The heart of our ministry is a desire to serve joyfully. While all our positions require this fundamental quality, certain roles—such as those on the Safety, Medical, Information Desk, and Front Office Support teams—additionally require church membership. Regardless of the role, we focus on creating a welcoming and safe environment for all.

How do we stay updated on Hospitality Ministry activities and needs?

Our primary mode of communication with volunteer teams is through Planning Center Services, which allows us to coordinate schedules and share updates efficiently. For urgent matters, we may also use texting to ensure timely communication. This dual approach helps us stay connected and respond swiftly to the needs of our ministry and congregation.

What does the role of a Greeter involve, and how can I make guests feel welcomed?

Greeters are the first friendly faces visitors and members see, tasked

with offering warm welcomes, directing attendees to various church areas, and answering general questions. A welcoming smile and a genuine greeting are key to making guests feel at home.

Can you explain the duties of an Information Desk Host and the type of information I would need to provide to guests? Hosts provide vital information about church services, events, and facilities. Knowledge of the church calendar, locations of different ministries, and general church information is essential for assisting attendees effectively. We will provide you with the details to share!

What are the primary responsibilities of an Usher during services? Ushers help with seating arrangements, manage the congregation's flow during services, occasionally assist with Communion distribution, and ensure a smooth and orderly worship experience for everyone.

What does being part of the Traffic Team entail, and how do I ensure safety and efficiency in the parking areas? This team manages parking lot safety, directs vehicular traffic, and assists with pedestrian safety, ensuring a smooth arrival and departure experience for churchgoers.

What training is required to join the Safety Team, and what are the key aspects of this role? Joining the Safety Team requires training in emergency preparedness and conflict resolution to maintain a safe environment for all church activities.

As a member of the Medical Response Team, what kind of situations should I be prepared to handle? Team members should be prepared to respond to medical emergencies, including first aid, CPR, or other medical interventions. Certification in first aid and CPR is typically required.

What does the Coffee Team do, and how can I help create a welcoming atmosphere through this service? The Coffee Team enhances fellowship by preparing and serving coffee and refreshments. This role involves setup, serving, and cleanup, contributing to a welcoming atmosphere.

What skills are needed for Facility Repair and Maintenance, and are there specific projects I would work on? Volunteers might work on various projects, from simple repairs to maintenance tasks. Skills in carpentry, plumbing, electrical work, or general handiwork are beneficial.

What tasks are involved in Weekday Front Office Support, and how flexible are the volunteer hours in this role? This role involves answering phones,

greeting weekday visitors, and administrative tasks. Hours can vary, offering flexible volunteering opportunities.

How does the volunteer scheduling work, and can I choose the service or events I want to volunteer for? Volunteers can typically choose their service times or events to volunteer, with schedules managed through Planning Center or direct coordination with ministry leaders.

Is there an orientation or training session for new volunteers to get acquainted with their roles and responsibilities? New volunteers often attend an orientation or training session to understand their roles, church policies, and how to serve in their chosen capacity effectively.

How can I switch roles or try different volunteer positions within the Hospitality Ministry? Volunteers wanting to explore different roles are encouraged to discuss their interests with ministry leaders to find opportunities that match their skills and passions.