

GREETING TEAM

OUR WIN

We help each person feel welcome and at home at Highpoint through an amazing guest experience.

HOW WE WIN

- Always smile and joyfully greet people with a warm welcome.
- Walk guests to a location or staff person and engage in a conversation along the way.
- Be observant, listen, and respond with a servant's heart.
- Remain in the lobby for 15 minutes after service starts and for 15 minutes after it ends.

GREETING TEAM

DID WE WIN TODAY?

Did we help each person feel welcome and at home at Highpoint through an amazing guest experience?

Did our greeting team arrive on time, ready to serve? Did we have enough greeters?

Did you meet and serve any new guests?

Did any new members join the team today?
Any praises, problems, or possibilities?

*Welcome one another as
Christ has welcomed you,
for the glory of God.*

Romans 15:7



USHER TEAM

OUR WIN

We help each person enter the worship experience through being welcomed and served.

HOW WE WIN

- Provide a warm welcome.
- Guide people to available seats.
- Sit near the back to assist people arriving late and to observe for needs during the service.
- Count and record attendance.
- Greet people at the worship center door as people exit.
- Process the offering per policy.
- Pick up the worship center.

USHER TEAM

DID WE WIN TODAY?

Did we help each person enter the worship experience through being welcomed and served?

Did our usher team arrive on time, ready to serve?

Did we have enough ushers?

Did any join our usher team today?

Any praises, problems, or possibilities?

*Serve the Lord with gladness!
Come into His presence with
singing. – Psalm 100:2*



PARKING TEAM

OUR WIN

We create a remarkable first impression by giving a high energy welcome and clear directions.

HOW WE WIN

- Always smile and wave.
- Give direction that make the parking experience easy and enjoyable.
- Make a personal connection with people while seeking to assist guests, single parents, and those with special needs.
- Wear a parking vest to be visible.

PARKING TEAM

DID WE WIN TODAY?

Did we help create a remarkable first impression by giving a high energy welcome and clear directions?

Did our team arrive on time, ready to serve?

Did we have enough team members?

Did anyone join our team today?

Any praises, problems, or possibilities?

*For even the Son of Man did not
come to be served but to serve.*

Romans 15:7



CAFÉ TEAM

OUR WIN

We create an intentional touch point with people by offering coffee, a smile, and a conversation.

HOW WE WIN

- Always smile and communicate that you are glad serve.
- Prepare the coffee before the first service.
- Keep counter clean.
- Ensure the café is well-stocked. Notify ___ if items are running low.

CAFÉ TEAM

DID WE WIN TODAY?

Did we create an intentional touch point with people by offering coffee, a smile, and a conversation?

Did our team arrive on time, ready to serve?

Did we have enough café team members?

Did anyone join our team today?

Any praises, problems, or possibilities?

*Show hospitality to
one another*
1 Peter 4:9



SECURITY TEAM

OUR WIN

We provide a safe and comfortable
so everyone can worship in
peace at Highpoint.

HOW WE WIN

- We are courteous.
- Be continually moving.
- Remain alert for any situational abnormalities, unusual activity, or disturbances. Intervene as needed.
- Call 911 in case of emergency.
- Document all incidences.
- Be present with usher team for offering collection and count.
- Wear a security team ID.

SECURITY TEAM

DID WE WIN TODAY?

Did we provide a safe environment for adults and children at Highpoint today?

Did our team arrive on time, ready to serve?

Did we have enough team members?

Did we hand off any concerns?

Any praises, problems, or possibilities?

*Pay careful attention to
yourselves and to all the flock*
Acts 20:28

