Guest Experience Team

Make every guest know they are valued and welcome.

**Our Mission and Passion**

To show every person that we are **FOR** them by giving them a WOW experience!

**Our Inspiration**

***Every*** Sunday is someone’s ***first*** Sunday.

**Our Calling**

Imagine a community full of people who knew someone was **FOR** them, that God was **FOR** them, and that they mattered.

**Raising the Standard of Loving People**

What we **THINK** we are here for vs. What are **REALLY** here for.

* Smile and be friendly?
* Open doors for people?
* Answer people’s questions?
* Help them find their way?

These are all accurate and good things we do every Sunday. **BUT… is that what we are really here for?**

* We are here to **help outsiders feel like insiders**.
* We **REMOVE BARRIERS** for people so they can focus on the service
* We help alleviate the awkwardness of coming to a church for the first time by helping them find their way and showing them kindness.

**Don’t Think It’s This… When It’s Really That**

You have been recruited to join a **MISSION**, not just fill a role.

You have been recruited to a **CALLING**, not just a post.

You have been called to share in a **FEELING**, not just a function.

**Passing the FIRE**

Take **PRIDE** in your team and what God is doing through you every Sunday.

* Invite your friends to join you.
* We value **CONNECTION**. *When people feel like they belong, they never want to leave.*

**Clarity and Clear WINS**

How do you know you are being successful and making a difference?

**67 People** have decided to make Maury Hills their home in 2021 (so far)

Staff has responded to **70 pastoring requests**. That represents approximately 120 people (couples and individuals).

Remember, the task is not the win. The **FEELING** is the win. If they feel VALUED, they **WILL COME BACK**.

It all started with this team.

**Why Do We Do That?**

**Why do we check-in when we serve?**

Yes, checking in gives us valuable data about who, when, and how often volunteers serve. However, that’s not the heart of why we check in. Checking in indicates that what we do and being there when we are scheduled is important, so we track that.

**Why is it important to have a diverse team?**

People of all ages call Maury Hills home and first-time guests walk through our doors every single week. We need a team that represents everyone regarding age, gender, and race. We love it when families serve together (yes, including the kids).

**Why is it important to be on time?**

In all honesty, we have been too lax on this one. Most volunteers come early. However, we need to communicate that by being in place **no later than 30 minutes early** enables us to be ready to make people feel like they made the right decision by coming that morning. **Guests are almost always the ones who come early. If we aren’t in place, we have missed our calling.**

**Following Jesus’ Example**

John 13:1-17

Let’s do that!