

INNER CORE TEAM TRAINING

Video 2 Companion Notes

Hospitality & Guest Experience

SLIDE 13

The Guest Journey

Leader Notes

Every person who walks through the doors of the church is on a journey.

For some, this may be their first visit.

For others, they may be returning after a long time away.

Some may be searching for hope, healing, or direction.

Because of this, the Inner Core team helps support the guest journey by ensuring the environment remains welcoming and peaceful.

Guests notice more than we realize:

- the tone of the room
- the helpfulness of leaders
- how situations are handled

Our goal is to make the journey into worship smooth, calm, and comfortable so people can focus on encountering God.

SLIDE 14

The First 10 Seconds

Leader Notes

First impressions happen quickly.

Within the first 10 seconds, guests begin forming impressions about the church environment.

They may notice:

- whether people appear welcoming
- whether leaders are attentive
- whether the space feels calm and organized

The Inner Core team supports this moment by being visible but not intrusive.

A calm presence communicates that the environment is safe and well cared for.

Often, a simple smile or gentle guidance can help someone feel at ease immediately.

SLIDE 15

The 3-Step Welcome Flow

Leader Notes

Welcoming guests often follows a natural flow.

Step 1 — Notice

Be aware of guests entering the space or looking for direction.

Step 2 — Approach

Move toward them in a calm and friendly way.

Step 3 — Guide

Offer assistance clearly and confidently.

The goal is not to overwhelm people with attention, but to ensure that no one feels lost or uncertain.

When the team works together well, this flow becomes smooth and natural.

SLIDE 16

Notice Quickly

Leader Notes

Awareness is one of the most important skills for the Inner Core team.

Noticing quickly allows us to assist people before confusion or frustration develops.

Watch for signs such as:

- guests looking around for help
- people hesitating near entrances or aisles
- someone appearing uncertain where to go

Responding early often prevents situations from becoming more complicated later.

Quiet attentiveness makes the entire room function more smoothly.

SLIDE 17

Approach Early

Leader Notes

When someone needs assistance, it is usually best to approach early rather than waiting.

A friendly and respectful approach communicates care and attentiveness.

When approaching a guest:

- keep a relaxed posture
- smile naturally
- speak clearly but gently

The goal is simply to offer help, not to pressure someone.

Often a short phrase such as

“Can I help you find a seat?”

or

“Let me show you where that is.”

can make a guest feel welcomed and supported.

SLIDE 18

Guide with Confidence

Leader Notes

When helping guests, confidence is important.

Guests often look to leaders for clear direction.

If someone asks for help finding a seat or locating a space, it is usually best to guide them rather than pointing from a distance.

Walking with someone communicates care and attention.

Confidence does not mean being forceful.

It simply means providing clear, helpful guidance so guests feel comfortable and supported.

SLIDE 19

Protecting the Flow

Leader Notes

Every service has a natural flow.

Moments of worship, prayer, teaching, and reflection each create a rhythm in the room.

The Inner Core team helps protect that rhythm by minimizing disruptions whenever possible.

This might involve:

- assisting guests quickly
- redirecting conversations to appropriate areas
- guiding movement through aisles in a quiet and respectful way

When the flow of the service remains uninterrupted, the congregation can stay focused on worship.

SLIDE 20

Late Seating Protocol

Leader Notes

Occasionally guests will arrive after the service has begun.

When this happens, our goal is to help them find a seat without distracting the room.

Helpful guidelines include:

- guiding guests to available seating areas quietly

- avoiding movement during particularly sensitive moments of the service
- assisting guests quickly and respectfully

A calm and thoughtful approach keeps the environment peaceful while still caring for guests.

SLIDE 21

Distraction Prevention

Leader Notes

Sometimes small distractions can grow into larger disruptions if not addressed early.

The Inner Core team watches for situations that may interrupt the focus of the room.

Examples might include:

- loud conversations
- movement in high-focus moments
- confusion about seating or directions

Often these situations can be resolved with a gentle and respectful approach.

The goal is never confrontation.

The goal is simply to maintain a calm and focused worship environment.

SLIDE 22

Managing High Moments

(Prayer / Worship)

Leader Notes

Certain moments in a service carry deep spiritual focus.

These include times of prayer, altar ministry, or worship.

During these moments, people may be experiencing powerful personal encounters with God.

The Inner Core team helps protect these moments by maintaining a posture of quiet attentiveness.

We remain watchful but respectful.

Our presence ensures that people can engage freely in worship without unnecessary distractions.

SLIDE 23

Escorting Families & Special Needs

Leader Notes

Some guests may need additional assistance.

This may include families with children, elderly guests, or individuals with mobility challenges.

When assisting someone with special needs:

- approach gently and respectfully
- ask how you can help
- guide them at a comfortable pace

Simple acts of care communicate the heart of the church.

Helping people feel supported allows them to participate in worship with greater ease and comfort.

SLIDE 24

The Guest Goal

Leader Notes

Ultimately, the goal of hospitality ministry is simple:

We want every guest to feel welcomed, safe, and cared for.

The Inner Core team contributes to this by maintaining a calm environment where guests can focus on their experience with God rather than worrying about logistics or confusion.

When we serve well:

- guests feel comfortable
- the service flows smoothly
- the spiritual atmosphere remains strong

Every interaction is an opportunity to reflect the heart of Christ through care, attentiveness, and quiet excellence.