

A Checklist for the Christmas Eve Welcome Team

-  **Pray for God to help you see people as being made in His image.**
Everything hinges on prayer and welcoming people especially does. We may encounter people with all kinds of backgrounds, and we need God to prepare us to welcome them through His eyes.
-  **Fill a pocket with some mints.**
Diamonds may be a girl's best friend, but mints are our best friend. Mints can help our voices stay fresh as well as our breath.
-  **Practice your handshakes, hugs, and fist bumps.**
We want to be respectful of the people we encounter, taking clues from them. Let the guest initiate any physical contact. Be prepared to hug from the side if they approach you awaiting a hug. Fist bumps have become more common in the days after COVID and during Flu season so you may choose that to be your default.
-  **Know what the next step is for them.**
As a member of the welcome team, you are part of a larger system. Each person who passes you is trying to get somewhere else and you need to at least know where that somewhere else may be and what the next step is in getting there. If you are greeting people as they park, then know what door to point them after they exit their car. If you are working at a door, know where they should go from there and be ready to tell them how to get there.
-  **Know the path to the closest bathroom.**
Related to the prior point on the check list. One of the more common questions for a guest is locating a bathroom. Be ready to point them to the closest or most convenient location that will also help them get to their destination.
-  **Be weather aware.**
We need to dress accordingly, especially if we are called on to be outside or in and out of the building. We may also choose to have an umbrella handy if the forecast warrants it.
-  **Know accessibility options.**
Know potential accessibility options for guests with mobility needs especially if the weather forecast includes rain or snow. You may also want to know who is greeting at those entrances.
-  **Plan to be early.**
If we are called upon to welcome attendees and guests, we need to be an early arriver which means we must plan to be an early arriver. Everyone who plans to ride with us will need to know the departure time.
-  **Be prepared to register each person.**
If called on to register guests, especially if they have children, be sure to know the process. Know what information is needed and how to ask for it. Gathering information is critical for the church to connect with the person afterwards if they are a guest. Make sure you can explain to a guest with children about the church's security policies and how check-in works.
-  **Gather information they will need and want.**
We may be called on to distribute bulletins, announcement sheets or cards, campus maps, and other items. Be sure to have the copies you anticipate needing. Make sure to have a copy for yourself to use as reference.
-  **Get your smile on.**
How many times have you entered a restaurant only to find a hostess scrolling on her phone, or giving the impression that you are a bother as a customer? You will most likely not return to that restaurant. A smile costs nothing to deliver but can be priceless to a person in a rush or who may be uncomfortable entering a building for the first time.