



GRACE COVENANT CHURCH

Hospitality Volunteer Welcome Packet

Welcome to Grace!

Thank you for being willing to serve. Whether or not you've served before, if you have a willing heart and an able body, we can provide you everything else you need.

What does Hospitality at Grace look like?

Grace is a large church, and it can feel overwhelming to someone who is new. For those who come to Grace, hospitality looks like:

- being given a ride on the golf cart from the parking lot,
- receiving a "We're glad you're here!" and a smile at the door,
- having someone to answer your questions,
- a bag of cookies and an invitation to conversation, or
- getting a cup of coffee and donuts.

In general, it's helping everyone feel seen and welcomed when they come to worship at Grace. It's being like Christ to those around you.

What does the Hospitality Team do?

The Hospitality Team provides the Grace community a regular opportunity to serve the body. You can serve as frequently as you are willing and able. Some serve once a month, and others serve every week.

We also have Hospitality Team events a few times during the year, outside of serving, for fellowship and connection. And we provide breakfast tacos and donuts on Sunday mornings before service so you can catch up and connect.

What are the volunteer opportunities for the Hospitality Team?

Our Hospitality Team is generally broken up into three areas: Outdoor Hospitality, Indoor Hospitality, and Special Events. You can serve in one or multiple areas.

Outdoor Hospitality

These volunteers serve between the car door and the front door of any of our Grace buildings, so a bit of resiliency to the rain, heat, or sudden snowfall is helpful.

Golf Cart Drivers

Serve Sundays between 8:40-9:20 or 10:15-11:05

Golf cart drivers are 18+ and are responsible for driving those who have parked in our remote parking lots to the Cornerstone building or the Worship Center. On occasion, they will need to drive some congregants to the Grace 360 building for class.

Crossing Guards

Serve Sundays between 8:40-9:20, 10:15-11:05, or 12:05-12:20

Crossing Guards wear a vest and hold a stop sign at the crosswalk on Jollyville Road to assist congregants in getting across the street.

Cornerstone Greeter

Serve Sundays between 8:40-9:20 or 10:15-11:05

As individuals walk up from the parking lot, they sometimes need assistance to know where to bring their kids, or where to get to a class. The greeters in front of Cornerstone are there to welcome and help direct, as needed.

Exterior Door Greeter

Serve Sundays between 8:40-9:20 or 10:15-11:05

These greeters stand outside the Worship Center doors, or just inside, and open the door for those who arrive with a friendly greeting.

Indoor Hospitality

These volunteers serve between the front door and the seats in the Worship Center. The opportunities are varied in terms of time required.

Coffee Team

Serve Sundays between 7:50-9:30 or 10:15-11:30

These volunteers are the lifeblood of the church on Sunday mornings. They brew coffee and put out supplies prior to the start of service, and maintain the flow of coffee until the sermon. Volunteers for the second service maintain coffee and supplies until the 11:00 sermon begins, and then start putting the supplies away and washing out the brewers.

Welcome Desk

Serve Sundays between 8:40-9:20, 10:15-11:05 or 12:05-12:20

These volunteers serve at the Welcome Desk and answer questions about the church or events, and hand out welcome gifts to newcomers. You will have access to the information you need each week at the desk.

Interior Door Greeter

Serve Sundays between 8:40-9:20 or 10:15-11:05

These greeters stand just outside the auditorium doors. On occasion, we will have communion or other materials to hand out, and these greeters assist with those items. Otherwise, these greeters welcome congregants and answer any questions they have as they enter.

Ushers

Serve Sundays between 8:40-9:35 or 10:15-11:20

Since COVID protocols have been in place, ushers stand inside the auditorium's entrance corridors (or vomitorium) and assist those who need help with seating, and direct them to the more generally masked area. Once service has started, the ushers count those in attendance and make record of the numbers.

Special Events

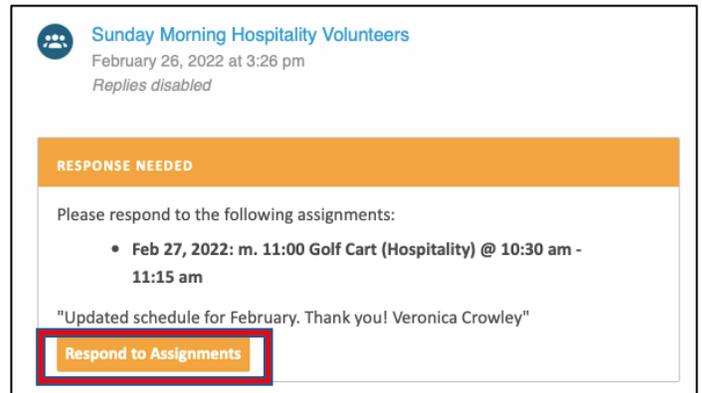
At Grace, our main special events are Easter, Christmas, or any number of eating or fellowship times. These could include Pizzapalooza, Lunch Under the Trees, SummerFest, FallFest, or Trunk or Treat. The volunteer needs would range from registration, to games, to food servers, to inflatable monitor. These events could happen 4 to 6 times per year, and when they do, it's truly all hands on deck. So if you are interested, please sign up to assist with our Special Events!

How does scheduling work?

As a church we use a system called Realm for our database and scheduling. If you don't have a Realm account you can request one by going to this page and clicking on "Sign up for a Realm account" <https://grace360.org/realm/>

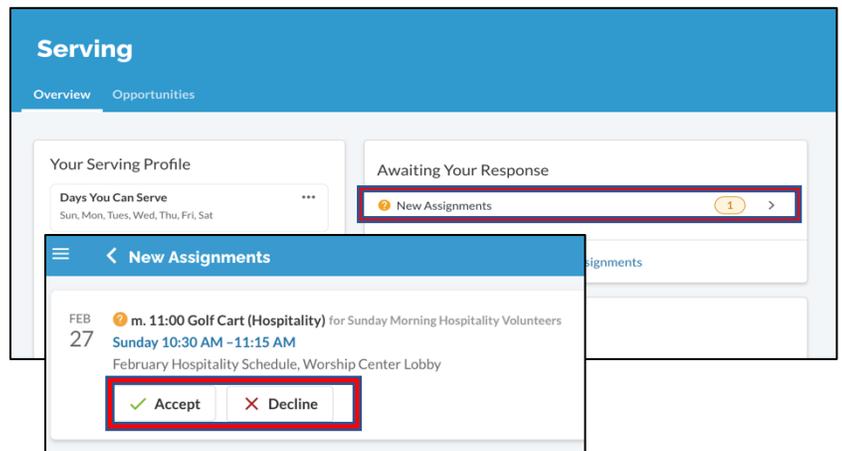
How to Accept/Decline Schedules in Realm

1) When you have been scheduled to serve, you will receive an **email notification** that looks like this:

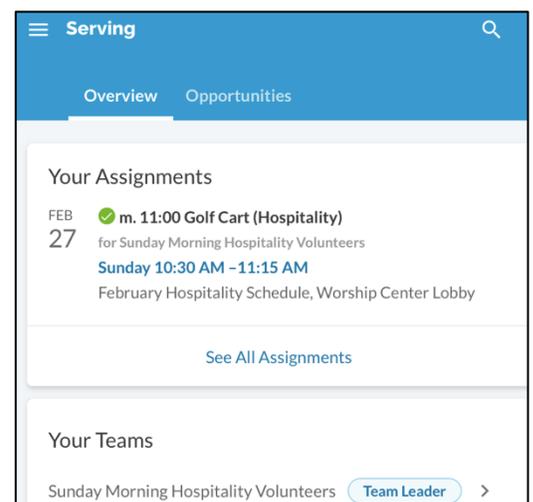


2) You can accept or decline the assignment by clicking the "Respond to Assignment" button. It will direct you to log in to Realm using your email and password. Once you are logged in, you will see your "Serving Overview".

3) Click on "New Assignments", which will bring up details of the new assignment. Here, you can accept or decline the assignment.



4) Once you have accepted, your times will show up under "Your Assignments" in the Serving tab of your Realm account. It will look like this:



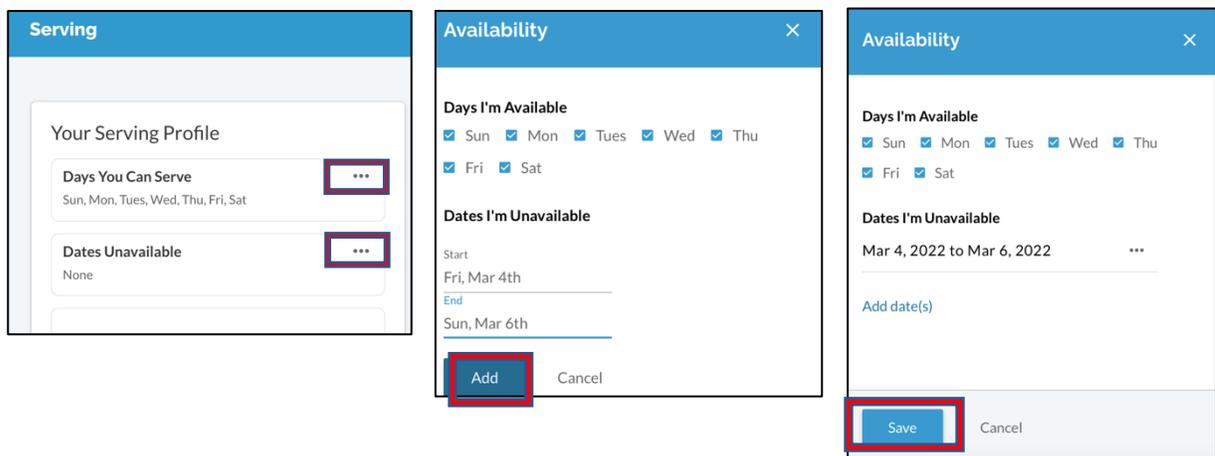
Note: If you do not have a Realm account, please go to <https://grace360.org/realm/> to request one.

How to Enter Availability in Realm

1) Log-in to Realm using previously created account information (email & password).

2) Select the “Serving” tab.

3) Under the Section “Your Serving Profile”, enter the days you are available & dates you are unavailable by selecting the three dots next to those items and selecting “Edit”. Make sure to hit “Add” and “Save” once you’re done entering the dates.



4) You can see which roles you are currently able to be assigned, and indicate frequency of volunteering in each role under “Role Preferences”. Click on the three dots next to the role and select “Edit” to update your preferences. Please email Veronica if you would like to update the different roles you can be assigned.

