

# Love Church

## Guest Experience Manual

“From the parking lot to the seat — every moment matters.”

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### 1. Vision & Heart of Guest Experience

We believe every person who walks through the doors of **Love Church** should leave feeling loved, valuable, and seen — like they just found family.

Our goal is for a first-time guest to think:

“I’ve never felt so welcomed in my life. I can’t wait to come back and be a part of this.”

As Chip and Dan Heath write in *The Power of Moments*:

“Defining moments shape our lives, but we don’t have to wait for them to happen.  
We can be the author of them.”

Disney reminds us in *Be Our Guest*:

“Every guest leaves with a story — make it a good one.”

At **Love Church**, we intentionally create moments that feel bigger than ordinary life. We elevate the experience, anticipate needs before they’re spoken, personalize our interactions, and connect people to something bigger than themselves.

### 2. Guest Experience Culture

Guest Experience isn’t just a team — it’s the front door of **Love Church’s** mission. **We bring high energy and warm family connection.**

We:

- **Treat every guest with honor and respect** — every person matters to God and matters to us.
- Create an atmosphere that feels alive and full of joy (music playing, smiles, laughter).
- **Keep it laid-back and natural** — we’re not fake hype, we’re genuine love.
- Anticipate needs before guests have to ask — people remember when we surprise them with care.
- **Personalize every interaction** — use names, remember faces, notice details, and go a step further by introducing guests to other people we think they’ll connect with. Our goal is for every guest to leave with multiple new friendships, not just a handshake.
- **Celebrate every guest’s presence as a win** — making them feel honored to be here.

- **Stay present** — we're not on our phones during serving time because our focus is connecting with people, not scrolling or texting.

## 3. Hospitality at Love Church

Hospitality is about more than coffee — it's about connection.

We provide:

- **Coffee & Water** – Available every week.
- **Occasional Treats** – Donuts or snacks for special Sundays.
- **Welcome Table** – Central location for information, conversation, and connection cards.
- **Name Tags** – For team members so guests know who to approach.

The welcome table isn't just a refreshment station — it's where we create conversations that lead to connection, insight, and belonging.

## 4. The Guest Experience Flow

### Before Service:

- Arrive early (exact call time TBD).
- Attend pre-service prayer/huddle.
- Music on, smiles ready, team in position.
- Parking team greeting before guests even get out of the car.
- Welcome team at entrances with open doors and genuine greetings.
- Hospitality team serving coffee and sparking conversation.
- Ushers guiding guests to seats, especially first-time families.

### During Service:

- Ushers and safety team alert and available.
- Generosity/Stewardship team ready to assist during offering.
- Prayer team ready to pray with people at designated times.

### After Service:

- Greet guests on their way out with the same energy and warmth they felt coming in.
- Invite them to Essentials Class immediately after service.
- Walk with them if they're open — connection is in the extra steps.
- Collect connection cards and deliver to Next Steps.
- End with a quick team debrief to celebrate wins and share stories from the day.

## 5. Follow-Up in the Moment

Guest Experience team members actively invite guests to:

1. **Fill out a Connection Card** – Our main tool for ongoing relationship.
2. **Attend Essentials Class** – Use language like: “Hey, right after service we have Essentials — it’s about 30 minutes, and Pastor Matt will be there. We’d love for you to stop by and connect.”

## 6. Handling Special Scenarios

- **Late Arrivals** – Greet warmly, guide them quietly to seats.
- **Upset Guests** – Listen first, honor them, and then connect them to Pastor Matt, Pastor Bri, or a key leader. Resolve the issue quickly and, if possible, turn it into a positive, memorable experience.
- **Safety Concerns** – Follow safety protocols (fire, medical, or lockdown plan will be finalized once our building is confirmed).

## 7. Guest Experience Teams

1. **Parking Team** – First smile before guests leave their cars.
2. **Welcome Team** – Entrances, greetings, connection cards.
3. **Usher Team** – Helping guests find seats and stay comfortable.
4. **Hospitality Team** – Coffee, water, snacks, and conversations.
5. **Safety Team** – Ensuring a safe, peaceful environment.
6. **Generosity/Stewardship Team** – Serving during offering moments.
7. **Prayer Team** – Offering prayer before, during, and after service.

## 8. The Win

The win for Guest Experience is when someone leaves saying:

| “I can’t wait to come back — I felt loved, welcomed, and like I belonged here.”

Every handshake, smile, cup of coffee, and moment of connection is an opportunity to create that defining moment and leave guests with a story they’ll tell — a story about how they encountered the love of God through His people.