

CASTLE HAYNE  
CAMPUS



# PARKING Handbook

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SCOTTS HILL AT CASTLE HAYNE

HOLLY SHELTER MIDDLE SCHOOL

# BEFORE YOU SERVE

The Parking Team serves as the first impression of our church. Our role is to create a safe, clear, and welcoming environment that helps guests arrive stress-free and feel valued before they even step out of their car.

## **We accomplish this through:**

- Clear traffic direction
- Friendly hospitality
- Organized parking flow
- Visible signage

**OUR MINDSET:  
HOSPITALITY FIRST.  
DIRECTION SECOND.**

# SUNDAY MORNING TIMELINE

## 9:30 AM - ALL PARKING TEAM MEMBERS ARRIVE

**All Parking Team members arrive on campus.**

### **Responsibilities:**

- Put on safety vest
- Receive radio if issued
- Review parking assignments
- Begin placing directional signs

### **Parking Lead confirms:**

- All signs are placed
- Volunteers know their position
- Traffic flow is clear

## **9:30 AM – Full Volunteer Huddle**

**All campus volunteers gather together.**

### **Parking Team members:**

- Join the full volunteer huddle
- Pray together
- Review final instructions
- Return to parking positions immediately after the huddle

**Parking attendants should be in position by 9:45 AM.**

# TEAM STRUCTURE

## MINIMUM 3 PARKING TEAM MEMBERS

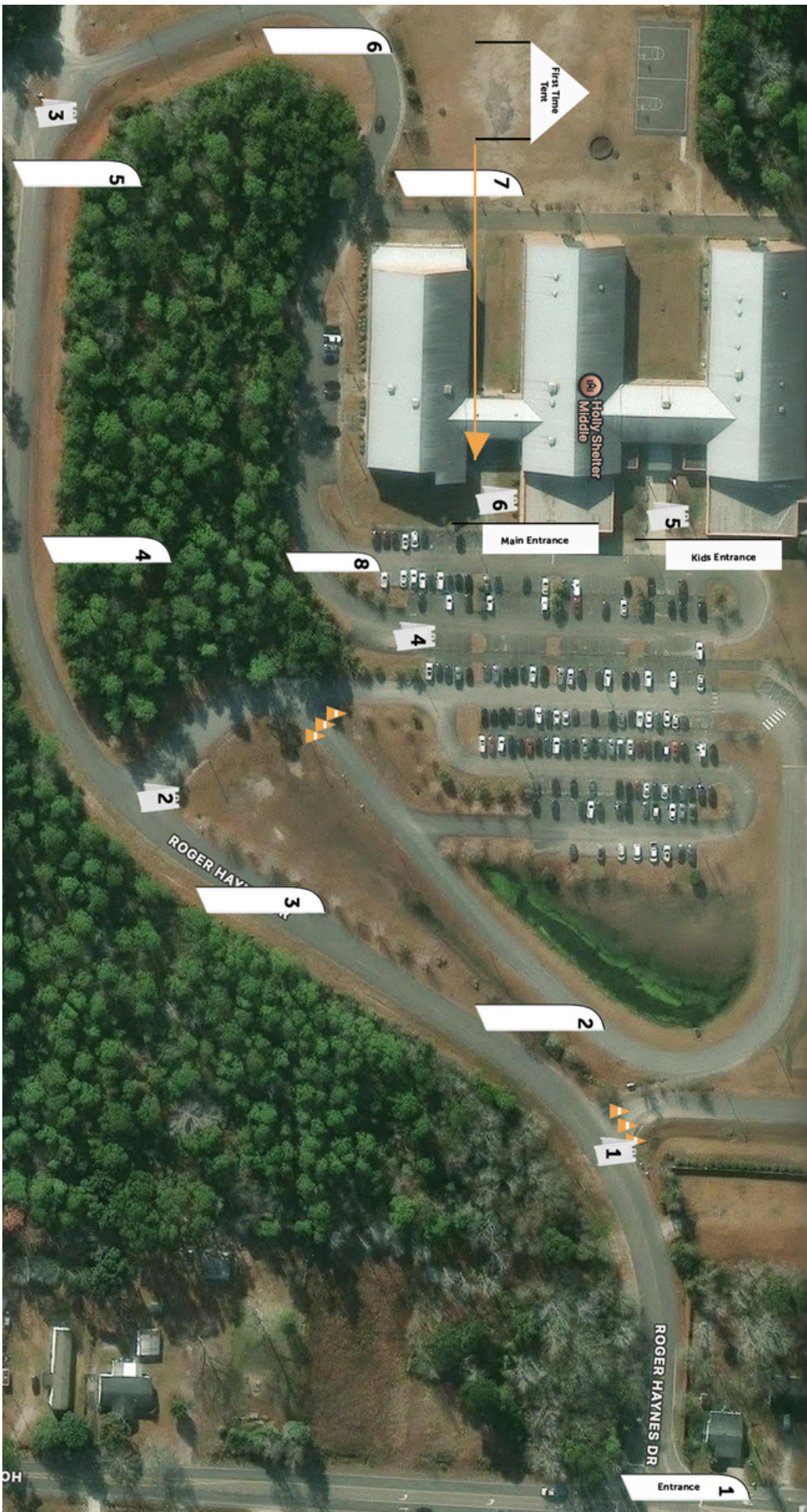
### **Recommended Positions:**

- Parking Team Lead
- Entrance Volunteer
- Road Flow Volunteer
- Parking Lot Volunteer
- Front Drop-Off / Guest Parking Volunteer
- Overflow Lot Volunteer

If more volunteers are available, additional helpers may assist in the lot or with guest greeting.

### **Parking Sign Placement:**

Signs should be placed before the 9:30AM huddle, following the placements on the map on the next page.



# POSITIONS

## 1. ROAD FLOW VOLUNTEER

### ***Position:***

Near A-Frame Sign 2

### ***Responsibilities:***

- Guide vehicles along the driveway
- Keep traffic moving smoothly
- Prevent confusion at turns

### ***Hand signals:***

- Point clearly where to go
- Use large, visible motions
- Use parking light located in Usher Greeting Case

## 2. PARKING LOT VOLUNTEER

### ***Position:***

Main parking lot entrance at the split near the lot

### ***Responsibilities:***

- Direct cars into open rows
- Keep traffic lanes open Instructions to drivers:
- Use clear pointing gestures
- Smile and wave
- Direct handicap and families with kids to the top of lot or handicap parking

# POSITIONS

## 3. PARKING VOLUNTEER

***Position:***

Near building entrance

***Responsibilities:***

- Reserve close spots for:
  - Families with small children
  - Those needing accessibility

Help guests know where to go.

***Example:***

“You can park right here near the entrance.”

## 4. OVERFLOW LOT VOLUNTEER

***Position:***

Loop road / overflow direction

***Responsibilities:***

- Direct traffic if main lot fills
- Guide vehicles toward secondary spaces
- Radio Road Flow Volunteer to open up overflow parking
- Keep loop traffic flowing

# PARKING TEAM HOSPITALITY MINDSET

**Parking is not just directing traffic.  
It is ministry.**

## **Every volunteer should demonstrate:**

- Smile
- People should feel welcomed immediately.
- Wave
- Acknowledgment helps guests feel comfortable.
- Make Eye Contact
- Be Calm
- Even if traffic is busy.
- Assume Everyone Is New
- Clear direction helps everyone.

## **Simple Hand Signals:**

Use big, clear motions so drivers can easily understand.

1. Point forward: Continue straight
2. Point left or right: Turn this direction
3. Palm up motion: Pull forward
4. Palm down motion: Slow down

# SAFETY GUIDELINES

- Always face oncoming vehicles
- Stay visible
- Wear safety vest at all times
- Never stand directly behind vehicles
- Keep lanes open for emergency vehicles

## **If Problems Arise:**

*Examples:*

- *Parking lot fills*
- *Traffic backup*
- *Confused guests*

*Parking Team Volunteers should:*

- *Redirect traffic to overflow*
- *Communicate clearly with team leader*
- *Stay calm and organized*

## OUR GOAL IS SIMPLE: MAKE IT EASY FOR PEOPLE TO GET TO CHURCH.

A warm greeting in the parking lot often sets the tone for everything that follows inside the building.

We want every guest to feel:

“They were expecting me here.”



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