

NEXT STEP AMBASSADOR

VISION

A Next Step Ambassador intentionally initiates conversations with congregants to welcome new people, connect disconnected people, and help every person take their next step in their relationship with Jesus.

BE PREPARED

- Arrive on Sundays by 9:25am for the Connections Team huddle
- Be ready to walk through the atrium at 9:40
- Communicate with your Team Leader or Staff, if unable to serve on a given Sunday.
- Attend volunteer training events

THINGS TO KNOW

- Wear your nametag
- Be familiar with church layout including kids check in, restrooms, sanctuary, and events.
- Be knowledgeable of key church information including mission, vision, upcoming events, services, outreach, programs, volunteering, FHC ministries and connection opportunities.
- Approach people in the atrium to initiate a conversation, get to know them, and help them take the next step to grow in faith.
- Understand the process for new guests including providing a trifold church brochure and completing appropriate paperwork.
- Connect people to staff or continue the conversation after service, as appropriate
- If asked for help, walk them to the appropriate person or location*
- We have officers on duty if ever needed.

SKILLS

- **Warm smile, eye contact, & verbal greeting**
- **Alert & takes initiative in creating conversation***
- **Actively listen to provide help for questions and needs**
- **Ask good ice breaker questions**

HOW TO WIN

- Foster relationships and encourage connections with other congregants*
- Work collaboratively with other team members and staff to maintain a cohesive, supportive and efficient team*
- Create an environment that encourages people to engage, belong, and grow in faith
- Reflect the love of Christ in every interaction.
- Get their name and email and follow up to see if they have taken a next step.