Purpose & Procedures for Parking Ministry

RESPONSIBILITIES
Volunteers in our Connection Ministry welcome all guests that enter the church. In addition to greeting people, volunteers answer questions and help guests find their way around the campus. You are one of the very first impressions our guests will have of our church.

**SUNDAY SCHEDULE**

Volunteers should arrive at their appointed spots at least 20 minutes prior to your time slot on the calendar. For instance, if the worship service begins at 9:00am, please arrive at the church by 8:40am. This early arrival allows time to grab a snack and have fellowship with other volunteers, and most importantly: to receive location assignments, pick up nametags, and get instructions for the day.

**DRESS CODE**

We provide each member of the Connections Ministry Team with a T-shirt that should be worn when you are serving. Our congregation primarily wears casual clothing. We ask that short skirts, cut-off’s, and tight or sheer clothing not be worn. Remember: rain gear and appropriate foot attire is important for those on the Parking Team! Please remember to wear “weather-appropriate” clothing. Safety vests, gloves (if needed), light sabers, and radios are available in the Connection Center for your use.

**REMINDERS**

In order to create a welcoming environment, here are some points to remember:
- Know the location of all the environments: restrooms, Connection Center, Kids Classrooms, etc.
- Be aware of any special events that Sunday.
- Your children may go to the kids room until their environments are ready. We ask that your children not “assist” you while you are serving in order to provide full focus on our guests for that day.

**GUEST SERVICES**

- Be in position no later than 15 minutes before the service begins.
- Please refrain from eating, drinking, or chewing gum while at your position.
- Please limit personal conversations with friends and other volunteers.
- Remember that New Song Church umbrellas are available just inside the front doors to use on rainy days.
- Remember to keep an eye out for ways you can serve: handicapped parking places, 1st-time guest places, assisting with wheelchairs, walkers, strollers, young children, the mobility-impaired, etc.
Initiate with a warm welcome | Provide clear directions | Give a fond farewell

**WARM WELCOME**
- Be sure to smile and wave at cars as they arrive and depart from the parking lots.
- Clearly direct guests to parking spots and building.
- Go the extra mile in guest interactions by giving first-timers, any persons with particular handicap needs, and latecomers, the priority for attention parking. Parking Team members are the first connections that guests have with our church. In addition to helping people park their cars, Parking Team members also greet guests and help them find their way around the campus (main/front entrance, Walnut Grove house, etc.).

**WHEN YOU SERVE**
- Parking Team members should arrive 20 minutes before their service times and report to the Connection Center.
- If you have children, they may come to the kids room until their environments are ready. We ask that your children not “assist” you while you are serving in order to dedicate full attention to your ministry area.
- Parking Team members should be in position 15 minutes before the service begins and stay in place 15 minutes after the service begins.
- Please do not move traffic cones or signage in the parking lots; these are placed for specific purposes and the consistency of their locations provides a predictable system for our guests.
- During the service, at least two Parking Team volunteers should remain around the parking lots to assist guests and ensure safety.
- Parking Team members should return to their positions 5 minutes prior to the end of each service.
- Please return your radio (turned off) to one of the chargers in the Connection Center.
- Return vests, ‘light sabers,’ and gloves to the Connection Center.
- After dismissal, please help consolidate any banners, signs, cones, and other items for pick-up.

**RAIN PLAN**
Pre-service:
- All parking team members will take umbrellas with them to the parking lots and pass them out to guests as they exit their cars.
- The front door greeters will retrieve umbrellas from guests when they arrive at the main doors.
- The parking team members closest to the front door will need to run umbrellas back to the parking lot team, making rotations from the front door to reload the stash of umbrellas as guests exit their vehicles.

Post-service:
- The front door greeters will pass out umbrellas to guests as they exit the main doors.
- All parking team members will retrieve umbrellas from guests as they enter their cars, and make rotations back to the front door to reload the stash of umbrellas for exiting guests who do not have their own umbrellas.
Diagram, #1 (Parking Lot for Sunday morning worship)

Diagram, #2 (Overflow Parking protocols for events and services that exceed current number of spaces)