

WELCOME/HOSPITALITY TEAM CHARTER, POLICIES and PROCEDURES

MISSION:

The Welcome/ Hospitality Team, hereafter called the Team, shall provide a warm greeting, friendly reception, and assistance as needed to members, guests, and visitors for TBC's services, programs, and activities.

FUNCTIONS:

The duties of the Team shall include the following:

1. On Sunday mornings provide volunteers to greet and assist visitors, guests, and members at the Welcome Desk in the Fanning Foyer and the Library/Conference Room Reception Area. Volunteers distribute information and provide directions and escort to TBC4U class, Bible Study classes, or other locations within the church as requested.
2. On Wednesday evenings provide volunteers at the Reception Table (at the entrance to the kitchen buffet line) to greet members, guests, and visitors and distribute programs and information as needed.
3. The Team is chaired by a Team Leader nominated by the MMT and approved by the church membership. Volunteers for the Welcome Desk, Reception Area, and Wednesday evenings are nominated by MMT and approved by the church membership.
4. Team Leader is responsible for scheduling volunteers and substitutes for their respective groups on a rotation basis. Team Leader maintains current volunteer and substitute lists. Team Leader schedules volunteer greeters for other church activities as requested by the church staff.

COMMITTEE PERFORMANCE;

As needed, but not less frequently than once a year, review and recommend changes to the Team policies and procedures and addendum (if applicable) for approval by the Church.

DURATION:

The Team shall continue in existence indefinitely until terminated by the church body.

TEAM LEADER:

The Team Leader shall be nominated by the MMT, approved by the church body. If the Team Leader is unable to attend a Team meeting, the Team Leader shall designate another member of the Team to lead the meeting.

TEAM MEMBERSHIP:

To effectively carry out the mission of the team, it is recommended that the team have of sufficient volunteers and substitutes to provide adequate coverage for the Welcome Desk and the Reception Area on Sunday mornings and the Welcome Table on Wednesday evenings. The assigned staff liaison shall be a non-voting member.

MEETINGS:

A meeting of the Team may be called at anytime by the Team Leader or any other two members on at least seven days notice and communicated to the Church office for posting on the website and Church calendar. A majority of the members of the Team shall constitute a quorum for the transaction of Team business. All Team meetings shall be open to Church members and invited guests, except for those matters which may require an executive session. Participation in Team deliberations, however, shall only be by invitation of the Team.

MINUTES & REPORTS:

The Team may designate a person to summarize the proceedings of the Team's meetings. The records of the Team shall be delivered to the Church Business Administrator to be retained in accordance with the retention policy established by the Church.

EFFECTIVE DATE:

This Charter was approved by the Church to be effective September 27, 2009 and shall govern the operation of the Team hereafter.

Welcome/Hospitality Team

MEETING SCHEDULE AND PRIMARY AGENDA ITEMS

ADDENDUM

Team meetings will be scheduled as deemed necessary by the Team Leader, who will provide an agenda for members