

YOUR ROLE AS USHERS + GREETERS

You are the Atmosphere Architects. From the parking lot doors to the entrances of the Vibe rotations, your goal is to direct traffic, answer questions, and set an electric, welcoming tone for the entire building.

THE HOSPITALITY STANDARD

You are the physical embodiment of our deeply relational approach. When managing a massive crowd of energetic 2nd–5th graders, it is easy to become a "rule enforcer" (Don't run! Go this way!). Instead, you are a guide. You manage the energy of the room not by dimming it, but by directing it with joy, high-fives, and clear, enthusiastic communication.

KEY RESPONSIBILITIES

- **The Hype;** Open doors with a massive smile, hand out high-fives, and celebrate kids as they walk into the building or transition between rooms.
- **The Navigators;** Be the ultimate directional experts. Know exactly where the bathrooms, First Aid, and specific grade zones are so you can answer rapid-fire questions from parents and leaders.
- **The Traffic Directors;** Keep the flow of the hallways moving safely during transition times, using positive, loud energy rather than whistles or shouting.
- **The Observer;** Keep an eye out for the kid who looks lost or the parent who looks confused, and proactively step in to help before they have to ask.