



E! Guest Services System

Product Description:

Did you know that a guest develops their initial impression of your church within the first 10 minutes they arrive? The E! Guest Services System will provide training, tools, and resources to make your first impression exceptional.

Scotty Sanders, who has been involved in guest services for over 30 years in business and church, will take you through this intensive learning experience. He has been certified by Ritz Carlton on guest services in which he cross appropriates the best practices in the world into the church context.

This Comprehensive System includes:

- Over 40 page system manual
- Unlimited access to download extra manuals
- Two hour training DVD
- Four instruction cards (the essence of exceptional guest services)

You and your team will learn how to:

- Make guest feel valued and welcomed
- Organize an exceptional guest service without spending a lot of money
- Utilize the three steps to guest services
- Realize the importance of consistency in guest service
- Recognize the significance of not only the “what” but the “how”
- Achieve engagement from everyone in your church
- Empower team members to use their gifts
- Implement the “Positive Memorable Guest Experience Model” in your church
- Effectively track and follow-up with guest
- Establish a “Volunteer Central”
- Recruit volunteers for E! Guest Services
- Create job descriptions for each guest service team member (examples provided)