

***IBSA* | Leaders**

Greeter Training:

Notes

Greeter Basics

01 The video remind us that the greeter's role is absolutely _____.

02 Greeters should always remain in their assigned _____.

03 We want to focus on everyone, not just people we already _____.

04 Giving out welcome materials is highly _____. (encouraged)

05 Merely pointing directions is not enough; we must provide _____.

Making Guests Feel Welcome

01 The most important part of a greeter's first interaction is a warm _____ and a sincere _____.

02 Greeters should be prepared with answers to common guest _____.

03 Our priority is to focus on new _____.

04 If a guest appears lost, we should _____ them to their destination.

05 Our ultimate goal is to create a truly _____ atmosphere.

Key Greeter Principles

01 Those first few minutes can make all the difference in whether someone feels at _____.

02 As greeters, we must be present and ready to _____.

03 Remember, new folks always have _____.

04 It's easy to get distracted by friends, but new faces need our _____.

05 It's that _____ touch that makes our church special.

Nonverbal Communication

01 Nonverbal communication is often more powerful than just our _____.

02 Darting eyes and a tilted head might indicate someone needs _____.

03 Hesitation and raised eyebrows suggest a lack of _____.

04 Fidgeting and shifting weight can indicate someone needs _____.

05 "Wildflower shuffling" describes people who are trying to _____ in.

Reading Nonverbal Cues

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- 01 "Help me hover" primarily indicates a need for _____ assistance.
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- 02 A key characteristic of a "sign seeker" is that their eyes are constantly _____.
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- 03 Wide, uncertain eyes and a slight frown are part of the "lost puppy dog" _____.
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- 04 If someone needs help, we should approach them with warmth and _____.
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- 05 If someone seems disengaged, we should be _____ to their cues.
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Spotting Nonverbal Signs

01 "Wildflower shuffling" involves a hesitant gait and slumped _____.

02 Eyes darting around the room indicate someone is "taking it all _____."

03 Fidgeting with hands often indicates _____.

04 "Sign seekers" are constantly scanning for _____.

05 The most important thing to give someone in need is warmth and _____.

Empathy in Action

- 01 If someone is shifting weight and glancing around nervously, we should offer _____.
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- 02 If someone has their head tilted and eyes scanning, they are likely trying to find _____.
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- 03 If someone is walking along the wall with slumped shoulders, we should give a warm _____.
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- 04 If someone gives a short answer and turns away, we should _____ their wishes.
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- 05 When reading nonverbal cues, remember to be _____ to the individual.
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My Notes: