

## **Guest Experience Internship Learning Outcomes**

**Responsible to create an inviting environment where all guests can know that they are valued, loved and welcomed at Foothills Church.**

**Prerequisite:** Read Be Our Guest by Disney institute and Theodore Kinni- Describe what the elements are for a great guest experience environment.

**The intern will be able to:**

### **Team Development**

Demonstrate how to recruit ministry leaders and team members utilizing a “for them” not “from them” philosophy. Utilize key questions to find the "best fit" ministry for a person interested in serving.

Demonstrate how to develop and train new and existing team members.

Demonstrate on-time and unrelenting care to all team members through personal care and leading care efforts through others.

Prepare, Manage and execute multiple volunteer schedules for a Sunday morning serve.

### **Project management**

Collaborate in team meetings required to coordinate events and projects.

Organize large scale, time-sensitive projects that involve multiple staff, vendors and volunteers.

Demonstrate a process of constant evaluation of the guest' experience, the ministry and its processes. Participate in actual evaluations.

### **Managing Church Software**

Demonstrate an ability to navigate FellowshipOne to make notes and run reports.

Demonstrate an ability to navigate Planning Center to build a template, incorporate each team, build a plan for a service and incorporate volunteers appropriately.

### **Personal Evangelism**

Demonstrate an ability to lead someone to Christ. Demonstrate how to train others to lead someone to Christ.