

Guest Services Collective

Spring 2021



A new equipping opportunity

The Summit is known for its guest-friendly culture. But that culture begins with our Guest Services teams at each campus. And those teams begin with you!

In 2021, we're excited to roll out the **Guest Services Collective**, an easy-access chance to get additional training so that you're ready to welcome people to the Summit...and set the stage for them to be welcomed into a relationship with Jesus.

The details

(If you're more of a visual learner, [click here to get this info via video.](#))



GS Collective is a two month experience that consists of **six 45 minute Zoom calls** from 6:45 - 7:30 a.m.

The Collective will be led by various Guest Services staff members at the Summit.

Each call will involve a large-group opening discussion, smaller breakout discussions (keeping the same groups each month so you can get to know each other), and a large group closing time at the end.

The primary focus will be a discussion of the book *The Power of Moments* by Chip and Dan Heath. We'll provide copies of the book to all participants at no cost to you.

GS Collective calls will happen roughly every other Wednesday beginning in late March: **March 24, April 7 and 24, May 5, 19, and 26**

Sign up

Let us know you're in by [filling out this form](#) no later than **Sunday, March 7**. That gives us plenty of time to get your books in your hands.

You may be wondering...

Who is invited to the GS Collective? The Collective is open to all of the Summit's Guest Services volunteers who have served since October 2020.

Why so early? We get it: 6:45 feels *rough* if you're not a morning person. But we wanted to avoid evening conflicts and allow you to wrap up in time to get to work or to get your kids logged into their own virtual classroom.

How much reading is expected? We'll be going through the entirety of *The Power of Moments*, which you'll find to be a fun and easy read. However, we'll be breaking it up for each call, which means you'll be reading about 45 pages every two weeks.

What types of things will we discuss? Each call will use the assigned reading from the book as a springboard to breakout discussions, as we make connections to practical takeaways for our specific practices.

Do I have to attend all of the calls? Because the Summit is investing in you by purchasing your copy of *The Power of Moments*, we ask that you commit to **at least** five of the six calls.

Is this the same thing as the High-Capacity Volunteer Cohort? Perhaps you've heard of (or participated in) the Cohort, which has been running since 2013. Covid has dictated that we do something totally different, which led to the GS Collective. If you've been in the Cohort in the past or if you want to be a part of it in the future, you'll find the Collective to be a totally unique experience.

I have another question. Reach out to your campus Guest Services director or to Danny Franks (dfranks@summitchurch.com). We're happy to answer it!