

ISKCON OF DC GUEST SERVICES



VOLUNTEER GUIDE



ISKCON of DC

iskconofdc.org/teams

Culture isn't established overnight. It is developed one interaction at a time and is a series of consistent experiences with one another. Our culture in Guest Services is dependent on individuals like you who are willing to create the best guest experience possible.

Our goal is to personally welcoming every person who visits the temple so that they feel they have made a true friend. And in Guest Services, our teams are the first to engage our guests and are the last impression as they leave. Guests will care more about the way we made them feel than any information they may receive. It is the guest experience that is the differentiator.

THE FIRST 10 MINUTES

Every Sunday is someone's first Sunday at our temple! It may seem obvious, but it's very easy to forget. According to studies, most first-time guests will make their decision about whether or not to return within the first ten minutes of their visit. This means, whether they realize it or not, most people have made up their minds before the kirtaneer has played a note or the speaker has spoken a word.

This is why having a team dedicated exclusively to our guest experience is mission-critical. So, whether they've been here once or one thousand times, we want to make sure every guest has an exceptional experience.

VISION & MISSION

of ISKCON of DC

Vision

Where relationships flourish through Bhakti

Mission

To create caring environments that promote connections and personal growth

Role of Guest Services

The role of volunteer is to be a welcoming presence as our guests enter our doors so that everyone leaves with an exceptional experience.

GUEST SERVICES

CORE VALUES



Prioritize Guests

In every situation, we do our best to extend empathy, listen, and respond appropriately. This also requires flexibility and attentiveness in our serving roles.



Anticipate Needs

Our ultimate goal is to make each guest we interact with say “wow.” when we go above and beyond to make them feel comfortable. We want to be the ultimate host, going above and beyond to deliver the extraordinary.



Remove Obstacles

Volunteers are the thermostats for the room. While a thermometer takes the temperature, it's the thermostat that sets the temperature. You and your team will set the temperature and energy for the space around you.

FINDING YOUR PLACE



Once you have chosen a service team, you will be trained for your specific volunteer role. Some roles are very relational, some are more efficiency-driven, and still others are more task-driven.

Each team is led by a seasoned Team Leader, who is responsible for communication, assignments, and ensuring each volunteer has a great experience. Regardless of your personality or preferences, we believe there is a role you will love.

ROLES ON THE GUEST SERVICES TEAM WILL INVOLVE THE FOLLOWING:

- Provide an inviting presence, setting the tone for a memorable experience.
- Provide informed assistance in a personalized way.
- Provide guidance and assistance to new guests
- Provide a guided experience by asking questions about them, listening to their thoughts and observations
- Ensure safety and cleanliness in the temple
- Be available to assist with pillows, chairs, microphones, etc.

TIME COMMITMENT

Teams serve on a **three-week** rotation schedule.

You will arrive to the Guest Experience Room 45 minutes before your designated service time. This will allow you time to eat breakfast, connect with your team relationally, receive your assigned position, pick up your nametag and attend the preservice meeting.

You will be asked to be in position 30 minutes prior to and after the service ends.

If you are unable to serve, communicate with your Team Leader in advance to ensure our teams are best prepared to serve our guests.



PRASADAM

Your service schedule will end in plenty of time for you to take lunch. Please refrain from eating or drinking while serving.

DRESS CODE

We want guests to be able to easily identify and feel comfortable with someone who can help them. Therefore, we ask all Guest Services volunteers to wear fresh and clean clothes and a provided Volunteer badge.

SAFETY

Our role is to be the eyes and ears all over the facility. Once you join a team, we will discuss the appropriate responses for different safety issues, including Child Safety Requirements.

**OUR VOLUNTEERS REALLY DO MAKE A DIFFERENCE!
THANK YOU FOR JOINING US IN OUR MISSION.**



OUR CONTACT



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