

# SERVE TEAM

OUR MISSION IS SIMPLE. **EVERYONE NEEDS JESUS.**

## OUR VALUES

### **HONOR**

We honor God, our pastors and leaders, our position, other volunteers, and our guests. Regardless of a person's status, or background, we should always go above and beyond to honor each person we meet or come across. We believe everyone counts—doesn't matter what you look like, what you have or what you've done.

### **STEWARDSHIP**

We are called to be owners, to treat God's house as our own. Ownership is a new level of responsibility and passion for where you serve. That's what you should strive to present here, because Celebration has felt like home for you, make Celebration feel like home for others.

### **EXCELLENCE + EXECUTION**

Creating a "one day" experience for our guests requires excellence. We have one chance to make a lasting first impression, It is what makes it "one day" instead of "just another day." At Celebration we want to make sure we create an atmosphere of excellence. We stop when it's good enough for Jesus.

### **SERVANTHOOD + INITIATIVE**

We love, serve, and care for others because that is normal behavior for people who are filled with God's Spirit. We come in with 'can do' attitudes and have a willingness to do whatever it takes. When we serve, we are just being who we naturally are.

### **CELEBRATION**

We celebrate the wins, the salvations, the high attendances, the baptisms. Volunteers support the work of the ministry and we should always celebrate what God is doing at and through Celebration Church. Each one of us has a responsibility to be encourager on our teams – regardless of our position.

### **GRATITUDE + JOY**

We must value each day and each task by having an attitude of "I get to serve" rather than "I have to serve."

### **COLLABORATION + COMMUNICATION**

We place a high value on relationships within our team. We understand that effective communication is crucial for carrying for building teams and carrying out effective ministry.

## WELCOME TO THE SERVE TEAM!

Thank you for joining us! The Serve Team is a family of volunteers who are using their gifts to serve the body of Christ and we truly believe that our church is stronger because you are apart of the team. We want you to know that we value you as a key member of our church family and we are committed to making this the best experience possible for you. 1 Peter 4:10 says that "God has given each one of us at least one spiritual gift and that we are to use those gifts well to serve one another". Our goal is to help you better discover and develop your gifts so that you can use them to serve others. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve the local church.

As a part of the Guest Experience Team, you get to play a key role in helping us create a consistent "Welcome Home" Experience. Our desire is that every guest would experience an excellent level of service and care at each of our campuses. This training guide is designed to help you do just that by providing clear expectations and best practices for your role.

Thank you again for stepping up and becoming part of the team! The staff at Celebration is proud that you have taken this step to activate your gift for the house of God. We want to make sure that you are equipped with all that you need to maximize your gift. If this ministry is not a fit, if you would like to investigate a new ministry team or if you need a break from serving for a season, do not hesitate to let your Team Leader know. This is why they are here - to walk through life with you! Please let us know if there is any way we can serve you as you use your gifts to serve others.

## GUEST EXPERIENCE TEAM

**GREETER** Make guests feel welcome and known. Greeters are the first people guests see when they enter the facilities. They distribute worship guides and communication cards.

**USHER** Helpful hosts who assist guests inside of the Worship Center. They collect the offerings and communication cards, seat guests, and serve Communion monthly.

**PARKER** Create a comfortable environment and incredible first impression for guests by offering a safe, easy parking experience with a high-energy welcome and clear directions.

**HOSPITALITY** Create a welcoming environment for guests by providing helpful information, connecting with First Time Guests, or offering quality refreshments.

## EXPECTATIONS

- Strive to grow in your relationship with Christ through participation in a Life Group, regular church attendance, and developing an exemplary lifestyle.
- Set the standard for your team regarding communication and arriving on time.
- Understand the weight and demand placed upon your pastor and pray for him regularly.
- Realize that you are a reflection of Jesus Christ as well as Celebration Church.

## BEST PRACTICES

- Arrive 30 minutes prior to service so you never miss an opportunity to help guests.
- Connect with your Serve Team Leader after checking in at the Serve Team Kiosk. They will assign you to an area and communicate any details specific to the weekend.
- Dress in a manner that would honor Christ. The attire is casual neat to business casual for services. Please do not wear shorts, halter tops/spaghetti straps, or short skirts. Nice jeans are suitable attire for services.
- Wear your Serve Team lanyard at all times so that you are easily identifiable to all.
- Keep your hands free. Refrain from eating, drinking, or using your phone while serving.
- If you are unable to serve during your scheduled time, please contact your team leader as early as possible.
- Stay in your assigned area until the message begins.
- We encourage all Team Members to attend one worship service and serve during one service each weekend. We encourage worship the Lord with song and service, by hearing the Word and demonstrating it.

## CREATING THE EXPERIENCE

The WAY we do what we do matters just as much as what we do. Because we desire to make every guest feel welcomed, valued and important, We should always be intentional.

**Greet each guest enthusiastically** as though you were expecting them. Show them you are glad they are here. Smile and make eye contact. Maintain positive body language. We always want our guests to feel significant and cared for. Position yourself in a place that will allow you to engage the maximum number of guests. Be careful not to stand in the way or hinder a guest's ability to move.

**Be a personal guide** for guests, taking them directly to the location or individual they need. Never point or shout out directions. Be watchful for people who appear to be new, who may have questions or special needs and physically walk them to areas of need. Remember to keep the doorway clear for incoming guests.

**Be familiar with ministries** that we provide, including: Downtown kids (Nursery/Preschool) for children 6 weeks-kindergarten), Uptown Kids for 1<sup>st</sup> - 5<sup>th</sup> grades, available during each service, Club 56 for 5<sup>th</sup> & 6<sup>th</sup> grade students, Des1re for 7<sup>th</sup> – 12<sup>th</sup> grade students, Life Groups, I Want To Know, and Equipping and Training Classes.

**Be aware** of any suspicious packages, unusual behavior, medical emergencies or potential concerns. Report this activity to your Team Leader, Security or Medical Team.

**Be show ready.** All guest areas should be constantly be prepared to receive guests. Always ensure that your area is free of trash and items left that may be left behind by guests to create the best impression possible.

## GREETER

Celebration Church Greeters make guests feel welcome and known. As part of the Greeter Team, you are one of the first people a guest interacts with. This makes your job very important! Greeting is more than a handshake and a smile, it's an opportunity to express God's love through Christ and help set the tone for the guest experience by guiding the guests, sharing general information, and making guests feel like a part of the family.

Responsibilities:

- Smile & maintain a friendly posture
- Make eye contact with guests
- Take the initiative to greet guests
- Remain in assigned location until released by team leader
- Be ready to de-greet guest in your assigned location 10 minutes before service ends
- As guests/members arrive, make eye contact and kindly give them a verbal welcome
- If those arriving have children, direct them to the Kidztown check-in area
- If those arriving look confused or hesitant, ask how you might be able to direct them
- Distribute worship guides to all who enter the worship center
- Remain at post until the musical worship set ends

Someone visiting our campus for the first time has likely already taken a big risk and has stepped into an uncomfortable environment. They may be visibly uneasy when they arrive. The job of a greeter is to help change that...to help take away the awkwardness and uncertainty by acting with superb hospitality.

The main idea of what we do is **hospitality**. We want to go out of our way to make sure needs are met.

Those who come through our doors fall into two categories: regular attendees or guests. Greet attendees like you know them (even if you don't), and greet guests like you've known them for years (even if it's your first time to see them)!

## POSITIONS

- **Door Greeters** never allow guests to open doors for themselves Stand outside the door and welcome guests by opening the door for them and verbally greeting them. Please do not keep the door propped open. There should be one greeter per door guests will be entering our facility through.

Always exude as much energy as you can! You are the first face that our guests see when they enter the building, and you set their first impression.

- **Bulletin Greeters** distribute handouts, which are essential to every worship experience. These greeters are stationed at the entrances to the Worship Center and equip each guest with whatever materials we have prepared for that experience.