

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 1st - 5th grades, available during each service, Club 56 for 5th & 6th grade students, Des1re for 7th – 12th 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.

USHER

Create a comfortable environment for guests by welcoming them and offering assistance to make engaging with the service both easy and distraction-free. The ushers receive the offerings and communication cards, seat guests, and serve Communion monthly.

Utilize the time between worship and the message to count the numbers of attendees in your assigned section and report that number to your Team Leader

Seating Guests

- Introduce yourself to a guest and ask if you can help them find a seat.
- Locate sufficient space for the guest or the guest's party.

Offerings

- Pass the bucket: it is essential that the basket is actually passed. Ideally, it should pass through every person's hands. We want everybody to have the OPPORTUNITY to give an offering to the Lord and communicate with the church staff through their communication card.
- Do not hover: this goes hand in hand with passing the basket. We do not want to simply hover the basket over somebody until they put something in.
- Speak up: at times it may be necessary to verbally ask somebody to pass the basket, even if they have nothing to put inside of it.
- At least three ushers must work together immediately after the offering to collect the offerings from the drop box, and then seal and witness the sealing of the offering.

Communion

- Wash your hands prior to serving/handling the Lord's Supper.
- Know when to say no: given that serving the Lord's Supper is essentially handling food, if you are sick, please notify the usher team leader or volunteer coordinator in advance so that preparations can be made to fill your spot. Please do not expose the congregants to potential illness.
- On the song prior to the Lord's Supper, move to the your designated serving position
- At the pastor's verbal direction from the stage/platform, move toward your previously assigned position of the worship center with the elements of the Lord's Supper.
- In position, you need only stand and hold the elements. Do not touch the elements, but let congregants serve themselves.
- Once everybody has been served, leave your position together. Do not leave while other ushers are still serving. Please assist ushers in other sections as you see fit. Move back to the preparation area and receive your own personal elements.
- When possible, the coordinator prior to the Lord's Supper, should hand out the elements to the all Serve Team members on the stage.

PARKER

Celebration Church Parkers are the very first people guests will see. They 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. This is an outdoor position.

Responsibilities:

- Greet guests by smiling and attempting to genuinely connect with them through their windshield.
- Clearly direct guests to available parking spots and into the building, if necessary.
- Ensure all parking lot signage and cones are in place.
- Open car doors, offer to carry baby carriers, hold an umbrella over a guest when it's raining, lend an arm and escort a disabled guest to their seat, etc. Be creative!
- Always wear your Safety Vest along with your Serve Team lanyard for easy identification.
- Carefully watch and communicate with all pedestrian traffic. Always watch for children running between cars. Give pedestrians clear instructions regarding when and how to cross the traffic. Speak clearly and smile!

POSITIONS

Depending on your campus, you may serve as either a Parking Lot Attendant or a Tram driver.

- **Parking Lot Attendants** direct traffic and help guests find parking spots.
- **Tram Drivers** must be at least 16 years old with a valid driver's license. Tram Drivers are responsible engaging guests and answering questions throughout the Tram ride.

Tram Drivers should work in a "outside-in" fashion in the parking lot, picking up guests that are furthest distance away first and others on the way in. Guests that have special needs, the elderly, and guests with infants are our top priority.

HOSPITALITY

Create a comfortable environment for guests by providing convenient, quality refreshments and interacting with each guest that approach the Hospitality area.

Responsibilities:

- Welcome every guest who approaches the Information Desk or Hospitality Area.
- Be aware of contents in the weekly Worship Guide, website, and any email communications from your Campus Pastor or Leader Pastor.
- Know the names of staff members at your campus and team leaders so that you can connect guests to Next Steps or Serve Team opportunities.
- Always go the extra mile to help if a guest appears confused, lost, or in need of assistance; always protect how the guest feels.
- Be ready to greet guest following the service at least 10 minutes before service ends.

POSITIONS

At your campus, you may fulfill more than one of these positions simultaneously.

- **Coffee Station** provide coffee for our guests and ensure the coffee area remains clean at all times. Volunteers ensure each station is fully stocked with appropriate lids, coffee sleeves, and condiments.
- **Cafe/Bookstore** provides speciality coffees and food along with selling Christian resources and event tickets. This position is only at the Metairie Campus.
- **Information Desk** serves as a resource for directions and ministry information for all guests. The tasks performed at the Information Desk are varied, such as handing out brochures, escorting someone to an environment, handling event registrations, and more.

Information Desk volunteers should be generally knowledgeable about Celebration Church and its ministries. Ministry information and resources are available at the Information Desk to distribute to guests.

- **First Time Guests** welcomes new guests ensuring they receive a special gift, provide ministry and Next Steps related resources, and answers any questions they may have about Celebration Church.

SERVE TEAM

As your campus grows, adds services, and recruits more volunteers, Serve Team Leadership will grow. Serve Teams grow may include Team Leaders as well as Service Captains. Each campus has a Volunteer Coordinator.

TEAM LEADERS

Team Leaders support Serve Team volunteers by building relationships, providing leadership, and communicating clearly and regularly about volunteer roles. Team Leaders enable volunteers to create a environment for our guests to be open to hear the truth of God's Word, because we believe **Everyone Needs Jesus**.

As a Team Leader, your responsibilities include:

- **Recruit individuals** to be apart of the team. Contact any prospective team members you are given in a timely manner.
- **Train new volunteers** in your area. Clearly communicate expectations and specifics of their role. Follow these steps when doing on the job training:
 - I do it. You watch.
 - You do it. I watch.
 - We do it together.
 - You do it.
- **Schedule and confirm** volunteers weekly. Communicate serving dates, responsibilities and assignments to team members via planning center, phone call, text, or email.
- **Arrive 30 minutes before service.**
- Connect with your team after they have checked in on the Serve Team Kiosk. **Assign each person** to a particular area or responsibility and communicate any details specific to the weekend.
- Host at least **one quarterly meeting** to train, equip, and encourage members.
- Communicate with Campus Serve Team Staff Member and Volunteer Coordinator.
- **Maintain contact with your team** via email, phone call, text, handwritten notes, etc. Building relationships helps each volunteer feel needed and known.
- Identify volunteers who could be **future leaders** or coordinators and begin training them.
- Follow-up with volunteers who have **missed an opportunity** to serve.
- Provide feedback opportunities where we can strive to provide better service to our team or our guests.

SERVICE CAPTAINS

Service Captains lead Team Members during a specific service time each week.