

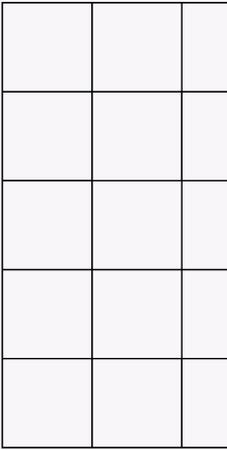


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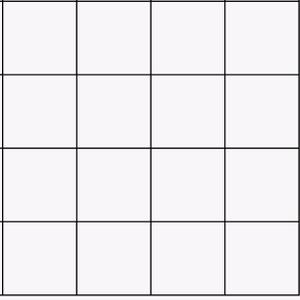
Resource Center Handbook



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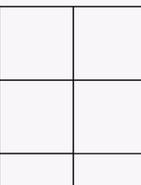
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Welcome Message



The Resource Team exemplifies the culture of Worship Life Church through offering resources that help to foster spiritual & personal growth, as well as fostering a sense of community. Team members use their gifts and bright personalities to provide excellent customer service and refer products to customers that would be helpful for their specific needs.



Team Roles & Responsibilities

- Be on time and check in. On time is one hour before the start of any service. Participate in before-service prayer.
- Set up product table in the main lobby before the start of service. Table should be complete by 20-30 minutes before service begins.

****Products should NEVER be sold once service has begun, under any circumstances. All servant leaders are expected to be in service by the time it starts. Please close the Resource Area (cover the tables) 5 minutes before the start of any service.****

- All bins for product remain in the Venue. The team is responsible for getting bins before service and returning them after service.
- Inventory should be double-checked on a weekly basis. What's physically present should match what's in Square.
- ALL transactions, regardless of payment method, should be captured in Square. Also, initial and final cash amounts should be kept on record.

Team Roles & Responsibilities

- Keep products and supplies organized so that if others have to step in, it's clear what goes where.
- Keep pre-order forms available in binder, submit them monthly, and let the customer know that **pre-orders are submitted MONTHLY, with a one-week turnaround.**
- Keep order fulfillment forms in the binder & submit them **MONTHLY** with pre-orders (unless a rush shipment is needed).
- Attend any meetings scheduled by Team Lead or Volunteer Coordinators
- Smile, Be Friendly, Be Patient, Show love, and Have fun!

Team Lead Responsibilities

- Ensure all team members are trained.
 - Setup & Breakdown
 - Square Reader Use (inventory, transaction entry, payments, refunds, pre-orders)
 - Process for Pre-Orders & Re-stock and/or product orders
 - Planning Center Use
 - Process for handling money bag & Square hardware
- Investigate new items to offer on product table/take suggestions from members
- Schedule the Resource Team to serve, via planning center (Monthly)
- Submit/Process monthly pre-orders and/or product re-orders that are in the binder.
- Meet with the resource team quarterly to ensure continuity and unity
- Pray to have the heart and eyes of God for people when you serve.

Resource Center Library

The Resource Center should be stocked with the tools that members and visitors need to assist them in their spiritual development (previous sermons, journals, music, books, teaching series, etc.), as well as offer them merchandise that builds the community aspect of WLC (t-shirts, hats, wristbands, etc.)

Resource Team Members are able to “check out” all of the material that is marked sample. The checkout form is included in the binder, and all materials should be checked in within 2 weeks. It’s important that those who serve have exposure to the content of the products being offered.

As people visit the resource table, team members should be sensitive to what they might need that will encourage, uplift, empower, and strengthen the customer. Having reviewed the products allows the team to give a synopsis of what the customer can expect to learn or get from their purchase.



Attendance Policy

- Team Members are expected to serve twice per month.
- Team members are responsible for finding a replacement if they are unable to serve at the last minute. Last minute absences, if unable to be filled, should be reported to the team lead. If the team lead is unavailable, then the service coordinator should be notified immediately to allow time to find coverage.
- Team Members should utilize Planning Center for blocking out dates and confirming availability



Our Team

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