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Guest Experience (GXP) Ministry Manual

“Greet one another warmly...” **1 Thess. 5:26**

*“Warmly welcome each other into the church, just as
Christ has warmly welcomed you!”* **Romans 15:7**

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Purpose

“Winning the Lost & Making Disciples” - Jesus modeled serving others in every aspect of His life. He is, was, and will always be our best example of servant leadership. The LWF Guest Experience Team, GXP (consisting of Greeters, Parkers, Ushers and Security) wants to consistently follow our Lord’s example as we do our part to prepare hearts for worship. For this reason, volunteering at LWF goes well beyond welcoming guests as we want to intentionally communicate the significance of every person who enters our parking lot and through our doors. Our desire is to express to them that they are deeply valued by God and by the LWF community.

Goal

To serve the needs of Living Word Fellowship and guests through creating an environment which facilitates their movement into the presence of God in which they feel **welcome, loved and safe**.

Welcome to the GXP TEAM

We are honored to have you as part of this extremely vital team of the church. You have been chosen or requested to be here because you truly have a heart to see the vision of LWF fulfilled and a heart for people. We hope that reading the purpose and goal has stirred your excitement about being a member of this team and it has also given you a better vision of what the Living Word Fellowship GXP Team is about.

This manual has been designed for you to get an understanding of what it means to be on the GXP Team and be a friendly face and a friend to each person that walks through the doors of Living Word Fellowship.

Team Requirements

Prayer

Prayer is the foundation of our church community and prepares you to serve God and to serve others. As part of the team, your service is not just during your assigned time on duty but begins with your regular prayer time with God. There you can come into agreement with God and align yourself to His purposes for the service at which you serve and for the other services as well. Pray for those who need to receive Jesus that nothing will hinder this opportunity for them to say “yes” to God, praying for church leadership and the Guest Experience team. It isn’t just a nice thing to do—it is absolutely vital. The devil is not happy about LWF and is never happy about saints who serve. Prayer is the powerful offensive weapon to tear down strongholds and bring God’s kingdom purposes and plans into being.

Visibility

The Guest Experience Team is the first image people have of the LWF “family” outside of the website, app and our social media. The team’s visibility and accessibility to people entering the campus is extremely important as a smile, handshake or giving of directions may be the calming factor for someone who is hesitant as they first enter the building. The strategic positioning of volunteers throughout the campus is designed to aid those who attend in experiencing a welcome and caring environment.

Attitude

We have an enemy of our soul and the souls that God wants to bring to LWF. You may have had a difficult week. You may have had a family crisis. You may not feel the joy of the Lord at all when you walk into the building but here’s where the power of the Holy Spirit “kicks” in and helps to override negative thoughts and feelings. As Paul said, “His grace is sufficient.” If you will yield to Him and say, “I’m yours today and I put all the issues of my life and my family’s lives in Your hands today. Help me to be a yielded vessel for your use.” He will meet you as you minister to others and you will leave your time of service different than when you came in. Should **YOU** need prayer, please be transparent and ask.

Worship

As a member of LWF's Guest Experience Team, you are expected to lead by example through your faithful attendance of service on a regular basis. Your time spent serving should never interfere with your personal time of worship.

Focus

When you serve, your focus must be on the guests and members coming into the church. While you may have friends you work with on the team or friends who come to the service when you are serving, this is not the time for personal fellowship. Greet friends warmly but try not to hold extended conversations with them. Doing so can prevent you from being available to a guest or someone who needs information. It is very unlikely that a stranger to our campus and even those who have attended for a while will ask a question of a team member who is engaged in a personal conversation.

Disabled

Disabled people should be given extra attention to ensure they can easily enter the church. Parkers, Greeters or Ushers should assist them physically, if necessary.

Upset/Agitated People

There may come a time when you are confronted with an agitated person. Remember to remain calm. In the case of an emergency, the first action is to get assistance. Notify the GXP Coordinator and he will let security and the pastoral staff know.

New Perspective Volunteers

The Holy Spirit has the incredible ability to point out those around us who have gifts that need to be used for His glory. Keep your eyes open for those who have gifts that would be suitable for the Guest Experience Ministry and bring those names to the GXP Coordinator to contact them.

Dress and Personal Hygiene

- Wear your GXP t-shirt as it helps make you more approachable and identifies you to our members and guests. Only one t-shirt per person will be ordered.

- No gum chewing. Keep breath mints in your pocket.
- No eating or drinking beverages while at your post.
- Illness - As a courtesy to our guests, children and team members, anyone who has a cold, is sick and/or thinks they are becoming sick, should not participate in serving until they fully recover. If it is at all possible, inform GXP Coordinator as early as you know of your situation so they can make other arrangements and to allow us to pray for you.
- Parkers dress appropriately for the weather. Jeans, t-shirts, shorts are acceptable but should be tasteful in nature.

Encounter

All Guest Experience Team members are required to attend an Encounter. As a valuable part of LWF, it is important that each team member participate in the vision of the house. When you understand the heart of the church, it is easier to express to others what the church believes. If you have not gone to an encounter, we can assist you in registering for the next one.

Meetings/Training

Team leaders will ensure that the members of their team are properly trained and informed of policies and procedures. Leadership will notify you in advance of any upcoming meetings/training sessions. Initial Training/On-the-Job Training (OJT) will be conducted by the GXP Coordinator and leaders. It may also include serving with an experienced volunteer for a few weeks.

Spouse

If your spouse is serving in another area of the church, ask your GXP coordinator to be placed on the same weekly rotation.

Parking

If possible, all volunteers should park in the back of the lot.

Guest Experience Service Commitment

Knowing that Jesus Christ is the Head of the Church, we will strive to conduct ourselves in a manner that brings glory to Him. This means we will strive to:

- Be a responsible servant of God.
- Exercise Christ's servant-leadership.

- Maintain personal purity.
- Exercise faithful stewardship in my devotional life.
- Accept accountability for all my actions and avoid situations that could reflect negatively on the name of Jesus Christ and LWF.
- Be trustworthy in areas of confidentiality. I will not betray the trust of a member by disclosing personal information about that person to others without that person's knowledge and consent.
- Honor and respect everyone with whom I have contact.
- Share concerns about suspicious or inappropriate behavior with my leader or pastor.

GREETER MINISTRY

Ministry Purpose

Prepare the hearts of seekers, attendees, guests and members by warmly welcoming everyone to Living Word Fellowship with a smile and by offering a friendly handshake. A warm greeting helps prepare hearts for worship and receiving the Word of God.

Job Description

The friendly people of LWF who serve as Greeters play a vital role in the process of bringing people to Jesus Christ. Greeters joyfully welcome all who enter LWF and the sanctuary. Our goal is to position enough Greeters at each location in the building to escort a guest, if needed, to anywhere and one of the extra Greeters stationed there will be able to cover the station.

- Opening doors, as appropriate, for our guests and members, greeting them with a glad smile and a handshake (as appropriate).
- Assist those who need directions by personally escorting them to the location instead of pointing to it.
- Greet them with signs as **outside** greeters with a smile & exciting demeanor.

Ministry Qualifications

- We **recommend** all greeters to have attended an Encounter or will attend an Encounter in the future.
- Greeters must be at least 16 years of age to serve.
- Plan on serving at 8:30 and until at least 15 minutes into the service.

USHER MINISTRY

Ministry Purpose

The Usher Ministry serves LWF and guests that attend Sunday services and/or special events; and works closely with the Pastoral staff and other Guest Experience Volunteer Teams to ensure our members and guests have the best possible worship experience.

Job Description

- Ushers are welcoming and assisting to the congregation in finding seats in the sanctuary.
- Conduct the congregational count via Headcounts app.
- Assisting the pastors with potential distractions and/or disturbances during the services and as any other need arises.

Ministry Qualifications

- We recommend all ushers to have attended an Encounter or will attend an Encounter in the future, as well as Usher Training with a head usher.
- Volunteers must be at least 18 years of age to serve as an Usher.

Procedures

- The Monday prior to your Sunday, please respond by confirming on Planning Center. DO NOT IGNORE because **THIS IS IMPORTANT** for communication to the GXP Coordinator, Head Usher and Pastoral staff.
- Head Usher check Planning Center for service order/instructions and double check with pastoral staff to make sure of any special instructions on Planning Center or any impromptu instructions.
- Head Usher checks usher closet for handouts get reserve seating signs, take inventory and/or fill out slip if supplies are required.
- Head ushers make sure pastoral family's seats are reserved.
- Attend the 9:00 GXP prayer meeting and be spiritually prepared throughout the week by getting into the word, worship, prayer and attending a growth group.
- Check in with the Head Usher so they will assign you to your post, give direction for the service or if there are any special tasks for that service.
- Ushers pray in the Sanctuary until 9 am or earlier depending on Worship Team at which time doors open.

- At this time, please do not allow coffee into sanctuary. Only water. (*Subject to change in the future.*)
- Usher volunteers serve the full duration of the service.
- Perform a quick walk-through of the sanctuary before and after the service, clearing it of trash. If you find any personal items, please take them to the Red Room.
- Assigned Ushers at the Sanctuary doors will pass out any additional materials as directed by pastoral staff. NOTE: Any additional materials to be handed out will be in the usher's closet on the appropriate shelf as marked.
- Assigned ushers at the sanctuary doors to hand out reserve seating for workers and to keep others out while Worship Team is rehearsing, and ushers are praying/getting things ready.
- Escorting Guests: Our goal is to assist those who need directions by personally escorting them to the location instead of pointing to it.
- Always be ready to follow lead from platform to welcome our first-time guests by passing out first-time guest's cups that were prepared before service started.
- Passing out/collecting tithe envelopes when it is tithe/offering time.
- Take the tithe from the sanctuary, to the safe with multiple people escorting each other including a security team member.
- Keep handicapped seats available for handicapped guests until after the second worship song.
- Ushers should be mindful of people walking through the sanctuary the doors, as well as the stage.
- Escort guests to available seats in the sanctuary.
- QUIETLY, set up extra chairs as needed in the two back sections then set up additional seating in the back of the two side sections and put away those seats after the service ends.
- Remind guests saving seats that we will need them to surrender those seats to waiting guests after the second song.
- Close the doors to the sanctuary after INTRO video.
- Once worship has begun: 1. Turn off all fluorescent lights. 2. Please whisper and use discrete hand signals when communicating with other ushers.
- Once worship ends and people are greeting each other before they are seated, please turn on ONLY the 3rd row of fluorescent lights.
- Set stand on stage for speaker.
- If at any time during or after service there is altar ministry, ushers should be attentive to their catching duties.

- Being observant of things going on in the service and making it safe, secure and welcoming including watching if people are comfortable.
- If babies/children get loud, ask parents/guardians to minister to them in the lobbies or try to quiet them quickly in the back. Kindly, let them know we have a fully qualified staffed nursery that will minister and care for their baby.
- Report suspicious looking guests to the security team.
- Perform the congregational count via the Headcounts app.
- Open the door to the Auditorium after the closing prayer/dismissal.
- Assist with set up of other rooms after service
- Return any reserved seating signs to the ushers closet after the service.
- If you will be absent for the week you are expected to serve, which is every other week, then please give as much time as possible to let your head usher know so he/she can find a replacement.
- All GXP T-Shirts should be worn while serving so guests can readily recognize you. If you need a replacement, you may order one by telling the GXP Coordinator.
- **Always remain flexible, attentive, and ready for anything at any time.**

PARKERS

Ministry Purpose

The first experience our guests have during weekend services is in the parking lot. The friendly people of LWF who serve as Parkers play a vital role in preparing hearts for worship. To help ensure a great experience for our guests, our Parkers greet people as they enter the lot and assist guests who need help finding a parking space.

Job Description

Parking Lot Guides provide a smile, a wave and a friendly face as our guests arrive onto the property and assist them with finding the most convenient lot and/or closest parking space. This includes:

- Waving at cars as they approach our lot.
- Using hand signs (pointing/gathering) to help direct traffic.
- Moving the parking lot signs as directed by GXP coordinator.
- Responding to guests who ask questions or ask for directions.

Parkers start serving at 8:30 am until at least 15 minutes into the service. We ask that you remain in place as long as there is a continuous flow of traffic. You are also advised to dress for the weather conditions. Pick up all necessary gear from the South Lobby: signage, vests, flashlights and cones and these items must be returned at the completion of service.

SECURITY SERVICES

Ministry Purpose

Security Services is a customer-focused service team and provides security and safety services at most LWF events. Our primary focus is to operate under the concept of WE (Watchful Eyes) to look for circumstances where we can make our campus safe and secure for everyone to visit, work and worship.

WE (Watchful Eyes)

- WE will be both relational and observant to detect any situation that could negatively impact the safety or security at events.
- WE will be professional and courteous in our appearance and attitude.
- WE will treat each other and everyone we meet in a respectful manner.
- WE will always be helpful and look for ways to improve our service.
- WE will work in a cooperative spirit with all staff and volunteers.
- WE will make decisions that are based in the best interests of LWF.
- WE will not gossip nor participate in any behavior that is negative.
- WE will find solutions to problems within the context of our duties.
- WE will handle difficult individuals/situations; while understanding the balance between safety and security and the need for pastoral assistance.

Job Description

Security Services will always keep a watchful eye on our ENTIRE property during our services and events. This is to ensure each person feels **welcomed, safe and loved**. This includes:

- Walking around the hallways and keeping constant eyes on all our main entrances.
- Walking around the parking lot at given times before, during and after the services and events.

- Walking by the doors and windows to the children’s classrooms to see if anything is unusual.
- Having a watchful eye means keeping your attention on the job at hand and not on your phone.
- Knowing what to look for when someone walks into the sanctuary.
- Communicating regularly with each other during the service to check in and report what is happening to keep lines of communication open.

Planning Center “Services” Online Account

Our scheduling is done with a great tool we have called “Planning Center” at www.planning.center. All our GXP Team members should have a Planning Center account and have the app installed on their phone. If you don’t have an account, please call the church office and we will get you setup with your own account because without it, you will not be able to fulfill the requirements of each week.

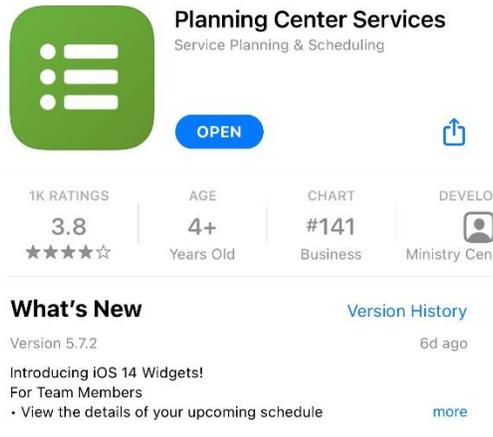
The following is a step by step guide to enable you to fulfill the weekly requirements and to view the upcoming week’s service:

1. Log onto www.planningcenter.com and click on “Sign In” at the top right corner.
2. Use your email or if you have registered your phone number, you may use that as your login. (It may be easier to use your phone number just because a phone number may have a less amount of characters.) Then type in your password. An email is then sent to your email to setup your account with a password that you choose **after** you click on that email which is generated when we registered you.
3. When logged in, go to the top left corner of the Planning Center Online webpage and click on the drop-down arrow. Select the “Services” option. You will then be taken to the “Services” dashboard.
4. Click on the “Sunday AM Service” tab at the center. Then click on that day’s service.
5. From there, you will be able to see the order of service including any instructions.

Planning Center “Services” App

Go to the “App Store” or “Play Store” and search for “planning center services” and select the green “Planning Center Services” app.

It looks like this in the *iPhone App Store*:



It looks like this in the *Google Play Store*:

