

FRONTLINE

Frontline Teams serve to make the Sunday worship experiences welcoming, friendly, and safe.

“Above all, love each other deeply, because love covers a multitude of sins. Offer hospitality to one another without grumbling. Each of you should use whatever gift you have received to serve others, as faithful stewards of God’s grace in its various forms. If anyone speaks, they should do so as one who speaks the very words of God. If anyone serves, they should do so with the strength God provides, so that in all things God may be praised through Jesus Christ. To him be the glory and the power for ever and ever. Amen.” ~1 Peter 4:8-11

//VISION

REACHING people with the love and Gospel of Jesus Christ,
GROWING disciple-makers, and SENDING people into their God-given purpose.

//WHO ARE OUR GUESTS?

Everyone who steps on our church campus is our guest!

//Values - REACHing Guests

- R** – **Recognize** guests and remember their names and faces
- E** – **Engage** guests and learn about them & their faith journey
- A** – **Assist** guests with their Sunday morning needs
- C** – **Connect** guests to appropriate ministry and teams
- H** – **Help** guests feel valued by giving them the VIP treatment.

//Values In Motion

Smile warmly and deliberately at each person as they pass you

Welcome guests with a verbal greeting that is warm and welcoming

Wave to all of our guests driving in as we greet them with a smile

Offer our help in making guests feel at home by escorting them around campus and do your best to link back up with them after the worship celebration to follow-up with them

Give all of our guests a great send-off by waving, smiling, and extending a warm send-off as they leave our campus

'For just as each of us has one body with many members, and these members do not all have the same function, so in Christ we, though many, form one body, and each member belongs to all the others.' Romans 12: 4&5

01. Guest Services: These volunteers help our guests discover the building and our faith community, and they consist of directional hosts, guest services hosts, and

first time guest hosts, who are looking to show Christ through kind connections.

02. Ushers/Greeters/Hands Team: Greet from the *street* to the *seat*. At the road entry, the Hands Team will greet guests with a smile, wave, and pop sign. As guests enter the building, they are welcomed by our Greeters who make them feel at home. In our worship center, Ushers help our guests feel welcome by assisting them to a seat, while serving in various ways throughout the celebration.

03. Park Team: This gritty group is the first to welcome guests in to our parking lot, helping them find a spot for their vehicle. They also provide first-time guests with premier parking.

//VIP Huddle

:: VIP Huddle takes place 30 minutes prior to the start of the first service. Arrival time to serve is one hour before the first worship service begins.

VIP Huddle takes place for three reasons...

01. VISION: The Frontline team vision is to greet every guest that God blesses us with. AT VIP Huddle, we re-cast vision and prepare our hearts to receive and serve those that God is sending us.

02. INFORMATION: It is important that the team huddle up prior to the start of our worship celebrations to go over any last minute notes, to align areas within the

team, and communicate worship service order and expectations.

03. PRAYER: Through prayer, we align our will with God's will! Prayer prepares our hearts as servants. It allows us to lift up our team's needs, as well as the needs of every person that will join us for worship.

// FRONTLINE TEAM EXPECTATIONS

01. Commit to build community with your team
02. Commit to create an environment where guests feel comfortable and connected
03. Serve faithfully & communicate with your team lead if you cannot serve
04. Be on time: Check in one hour before the worship service begins, attend VIP Session 30 Minutes before service begins.
05. Be all in: Serve your area with generosity and kindness, support your team, and connect guests.
06. Wear your Frontline shirt every time you serve.
07. Park in the deck, not in the spaces closest to the school.
08. When leaving the worship center during the offering moment, stagger your exit. Everyone getting up at the same time creates a mass exodus feel and may inadvertently encourage guests to leave early.

//GUEST SERVICES

(report to & work with Guest Services lead)

Guests Services Table

01. Never leave the guest services table unattended.

02. Stand in front of the table, never stand with the table between you and a guest. Smile, approach, and welcome first time guests.
03. Stock guest services table items and maintain clean, uncluttered appearance. iPad, 10 connect cards, a few pens, Pastor Nate's business card, and two Peak City car decals.
04. Hand guests off to an usher to guide or escort guests to their next destination: adult worship, cafe, children's check in, mother's room, restroom, etc.
05. Give first time guests a free gift **after** the worship celebration in exchange for a completed connect card.
06. Use the website peakcity.church/guestservices to request info & complete online connect cards for guests on the provided iPad.

First Time Guest Host

01. Be in the parking lot on the lookout for first-time guests
02. Greet F.T.G.'s. As you walk with them from the lot, ask their name, their kid's ages, where they are from, how they found Peak City, etc. Let them know you are there to help connect them.
03. Guide guests to guest services, kid's check in, mother's room, auditorium, etc.
04. Give a warm goodbye! As they are leaving, thank guests for joining us & let them know we look forward to seeing them again.

//GREETER/USHER

(report to & work with Greeter/Usher Lead)

Front Door Greeters

01. Be in position at the front door 20 minutes before the start of each service time.

02. Stay at the front door until 10 minutes AFTER the worship service has begun.
02. Never leave the front door unattended while you are greeting. Always be in position at the door from 20 minutes before service begins until 10 minutes after service begins.
03. Open doors & greet guests with a smile and a word of welcome. Let people know we are glad they are here!
04. Keep the music playing! The code for the phone playing music is 051779. If the music stops, unlock the phone and hit the play button on the Apple Music app for upbeat worship.
05. Slip out during the offering moment to be in position to open the door and give a warm goodbye as guests exit.

Hands Team - Pop Sign Greeters

01. Wave & smile at every car that passes by while holding a pop sign.
02. Do not direct traffic. No dancing or sudden convulsions. =)
03. When holding a pop sign, don't toss or spin it as no one can read it when it is in motion. They break easily when dropped.

Ushers

01. POSITIONS: We should have one usher in the middle of the lobby, near the Guest Services table, another usher by the auditorium entrance, and another usher inside the auditorium.
02. Guide guests *from* the Guest services area to kid's check in, mother's room, auditorium, etc.
03. Inside the auditorium, hand a connect card to every guest as they are making their way to a seat.
04. Help seat guests by walking them to available seats and by spotting seats in the room for another usher waiting to escort a family to a seat.

05. Offering: Please physically pass the baskets across each aisle in every celebration. Hand the basket to the first guest on each row and (with a smile) ask them to pass it down.
06. Assist with Holy Communion by standing at the table and replenishing elements as needed.
07. Close worship center doors after the first song ends
08. Do not open doors during prayer or video
09. Close worship center doors between celebrations
10. Clean between seats, check floors for trash between & after celebrations.

//**PARK TEAM** (report to & work with Park Team Lead)

Park Team

01. Smile as you direct traffic in & out of the parking lot
02. Ensure safety for guests as they enter & exit the parking lot
03. Locate open parking spots for guests
04. Direct first-time guests and seniors to the front parking lot.
05. Greet guests as they exit and return to their cars
06. Make sure to wear the orange/yellow safety vest.

//Count Team

01. Must pass a background check before counting the offering, or entering the Kid's Ministry area.
02. Use the count sheet to get a head count for all volunteers serving in Frontline, Peak City Kids, & Production/Band during each worship service.
03. After the message begins, use the count sheet to get a head count of every person in the auditorium. This includes everyone in

the seats, whether they are a volunteer or an attendee. Use the count sheet to get a head count of the children in each of the Peak City Kids areas.

04. At the conclusion of the last worship service, two unrelated count team volunteers will use the money counting sheet to count all the cash and checks given during each worship celebration. Write the amount of cash in an envelope on the outside of its envelope. Write the deposit information on a bank deposit bag and place all the cash in the bag and seal it.

05. Two volunteers will take the cash deposit to First Citizens Bank (1070 Vision Dr, Apex, NC 27523) and place the bag in the night deposit drop off.

06. Give the checks, cash envelopes, and Connect Cards to the Frontline Team Lead, to Shirley Winkler, or to Pastor Nate.

//Scheduling

01. Download the Planning Center Services App for your smartphone.

02. Share your email address and availability with our Frontline coordinator and they will place you on the schedule to serve.

03. Use the green or red buttons to confirm or decline if you are able to serve. This is a huge help to keep our team fully staffed each week.