

# 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 renegade group is first to welcome guests in to our parking lot, they help guests find just the right spot for their vehicle, and they provide first-time guests with premier parking.

**04. Cafe:** In our café area, you'll find hosts who love to make our guests feel welcome with warm smiles and hot coffee.

## /VIP Huddle

:: VIP Huddle takes place 30 minutes prior to the start of the first service. Call time is 45 minutes before the first worship service begins, as team members should arrive 15 minutes PRIOR to VIP Huddle to set up areas.

:: 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:** This helps the team develop community with each other, prepare our hearts as servants, and to begin lifting up those guests that will soon join us and meet with God.

## **// 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 celebration begins, attend VIP Session 30 Minutes before set begins
05. Be all in: Serve your area with generosity and kindness, support your leaders, and connect guests.
06. Wear your Frontline shirt and name tag lanyard.
07. Park in the deck, not in the spaces closest to the school.
08. When leaving the worship center during the response song, 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)

### First Time Guest Hosts

01. Identify first-time guests from the parking lot and walk them into the building
02. Escort guests, & recognize first-time guests to guide them accordingly: to guest services, cafe, children's areas, mother's room, etc.
03. Thank guests for joining us & let them know we look forward to seeing them again.

### Guests Services Table

01. Stand in front of the table, smile, approach, and welcome first time guests.
02. Stock guest services table items and maintain clean appearance of table.
03. Guide or escort guests to their next destination: adult worship, cafe, children's check in, mother's room, restroom, etc.
04. Give first time guests a free gift **after** the worship celebration in exchange for a completed connect card (online c.c. preferred)
05. Use the website [peakcity.church/guestservices](http://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. Connect guests with appropriate ministries

04. Work with directional hosts and Guest Services table to escort guests to destinations.

## //GREETER/USHER

(report to & work with Greeter/Usher Lead)

### Front Door Greeters

01. Open doors & greet guests to let them know we are happy to see them
02. Guide new guests to Peak City Kids Check In/Guest Services.

### Hands Team - Pop Sign Greeters

01. Wave & smile like you love to smile and wave. Do not direct traffic. No dancing or sudden convulsions. =)
02. For the particularly coordinated, do all three! Hold a Pop Sign, smile, and wave.

### Ushers

01. Guide guests as they locate their seats,
02. 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.
03. 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.
04. Assist with Holy Communion by standing at the table and replenishing elements as needed.
05. Close worship center doors after the first song ends
06. Do not open doors during prayer or video
07. Close worship center doors between celebrations

08. Clean between seats, check floors for trash between & after celebrations & replace any missing connect cards, envelopes, or pens from seats.

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

### Park Team

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

## //Cafe Team

01. Set up cafe' area and stock with cups, lids, creamers, sweeteners, and tea bags as needed.
02. Set up coffee brewer and brew 3 air pots of regular coffee and one pot of decaf, carefully following the written instructions in the ground coffee container. Continue to brew coffee as needed.

## //Count Team

01. Pass criminal background check. =)
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 adult worship area. This includes everyone (volunteers and guests) that are in the room. Use the

count sheet to get a head count of the children in each of the Peak City Kids classrooms.

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 deposit information on a bank deposit bag and place all the cash in the bag and seal it. 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.

05. Place the checks, the complete attendance and offering count sheets, and Connect Cards in an envelope and give them to Frontline Team Lead, Shirley Winkler, or to Pastor Nate.

## //Logistics

### Fleet

01. Pick up and drive trailer to the loading area. Be certain to make turns very slowly, as equipment can shift and topple. Arrive 10 minutes before load in begins. Return trailer to secure lot after load out is complete.

### Load-in / Load-out teams

01. Roll all cases to their needed area carefully, understanding that there is fragile, expensive equipment inside.

02. Move all gear into position for ministry leaders to set up.

03. Assist with ministry area setup

04. Assist with ministry area breakdown.

05. Reload gear into trailer(s) in proper order so everything fits and secure all cases with wood braces, locking only one caster on the case that is closest to the trailer door.