



SUPPORT SERVICES

Best Practices Guide

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GUIDING PRINCIPLES

We exist to lead people far from God into a full life in Christ. Our part in accomplishing this vision is to, whenever possible, remove every obstacle in a guest's path. This will allow them to take steps to know God, find freedom, discover purpose, and make a difference.

SERVE ONE, ATTEND ONE

- We serve one service and attend one service for two reasons:
 - We want our teams available and ready to serve each guest to the highest level of excellence and hospitality.
 - We value every team member and want them to be actively engaged in a worship experience as an investment in their spiritual growth and to ensure healthy sustainable rhythms.
 - You and your leader should define what this looks like for your role in consideration of your campus and team.

ONE TEAM, ONE FIGHT

- Our campus is one team, one fight. Even though our teams have concentrations, making sure the guest experience is the best it can be is everyone's responsibility. This means if there is a "hole" in the guest experience, we jump in to fill it no matter our official role.

ON TIME & READY TO SERVE

- We are in place on time, wearing our team gear, and ready to receive guests. This communicates that we are expecting our guests – anticipating their arrival – and will ultimately communicate value. Your preparation says, "you matter to me".

PEOPLE OVER PROCESS

- We are committed to helping every guest and Dream Teamer have the best experience possible. Therefore, every level of the organization has permission to put people over the process.
- We need systems and plans, but equally important is the ability to make an exception and go outside of what we normally do if it is in the best interest of the guest.

EVERYTHING COMMUNICATES

- We all communicate non-verbally. Knowing this, we choose to be intentional about what we are communicating. We SMILE, make eye contact, are aware of our tone of voice, and maintain an "open" posture (arms uncrossed and relaxed). This communicates that we are approachable, friendly & welcoming.

- The environments we create also communicate. Try to view your environment through the eyes of a first time guest. Excellence is a part of evangelism! With every environment we create we either remove obstacles or add them.
 - Imagine you have been inviting someone to come to church for a year and they finally agree to come. How would you want things to look? How would you want them to be treated?

EYES OPEN & ALERT

- We always look for opportunities to introduce ourselves and engage in conversation. Keep an eye out for first time guest – seek those guests out specifically and make them feel welcome.
- Know your flock – as you serve, you will begin to recognize faces which will give you a visual clue that someone is new. Engage them! If you are not sure, you can always start with “Hi, I don’t believe we’ve met...”
- Other visual clues: guest’s eyes are looking around (as if they don’t know where to go), lack of eye contact, fumbling/shuffling of personal items.

GUESTS FIRST

- We save conversations with other team members, friends, or family for a time when you are not serving. Dream Team Headquarters (DHQ) is a great place to catch up.
 - When we are so engaged with one another, it leaves our guests feeling that there is no room for them. While we might feel this looks welcoming and engaging, it resonates a different feeling within them.

NO LONELY WALKS

- Never point out where to go – walk the guest there.
- Assume guests don’t know where restrooms, Kidspoint check-in, and the auditorium are located. We look for, and proactively help those who appear lost, hesitant, or confused.
- When you are serving, we encourage you to bring someone along with you. Whether taking out the trash, moving drape, unloading trailers, you should always have a partner.

DO FOR ONE

- Do for one what you wish you could do for many. We make the most of every opportunity to learn someone’s name or even better yet part of their story. You can’t learn everyone’s name, but you can learn at least one person’s name every weekend you serve.
- You have authority to make a guest’s experience better! Help them carry their bags, offer to pour their coffee for them – think Ritz Carlton experience

DHQ TEAM

We go above and beyond our Dream Teamer's expectations so that they are made to feel valued, honored, welcomed, and at ease. Every person who enters our doors, including yourself is a gift from God, a child of our Father. As such, each person should be treated as uncommon.

PREPARATION

- Ensure that your environments are properly setup 1.5 hour before the start of your campus' first service (see the applicable environment guides).
- Before you move the first crumb of bread, pray together as a team to prepare your hearts and minds for the day.
- Attend rally before the start of service.

IN ACTION

- Bring enthusiasm! Visually express your excitement for our Dream Teamer's arrival as soon as they are in sight of you (if you can see them, they can see you) by smiling, waving, and making eye contact.
- Verbally greet Dream Team who enter DHQ with a warm welcome as soon as they are within a few feet of you. Mix it up – people can hear if you are repeating the same "Hi! Welcome!" phrase to each person who walks by you.
 - Take advantage of every opportunity to engage further and initiate a relational connection by introducing yourself and asking questions.

Sample conversation starters:

How long have you been attending? Tell me your Lifepoint story

Tell me a little about you & your family. What are you reading?

Do you live (or work) near here? What are your Sunday plans?

How did you hear about Lifepoint? Tell me something you're excited about?

- If you are able, help them make a connection with another Lifepointer - maybe someone with a similar career or stage of life.
- Exceed expectations when it comes to hospitality.
- Between services, check your DHQ area, check and replenish the hospitality environments, check bathrooms (utilize the bathroom inspection checklist) and spot check the foyer areas for trash or spills. Sweep or vacuum as necessary. Restock supplies as needed.

POST SERVICE

- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.
- After the last service of the day, ensure that your environments are properly torn down and gear/resources are stored away.

FACILITIES TEAM

We create and maintain engaging and distraction-free worship experiences for every guest. We are energy stewards. We directly impact the energy of every room we set up and care for. Excellence is high on our priority list. Guest and Dream Team experience motivate us.

TRAILERS

- We value the team who ensure trailers are in place for Load In each Sunday.
- If you are a part of moving trailers, the Campus Pastor along with our Facilities Manager will ensure your truck is adequate to haul the trailer, and ensure you are added to our insurance.
- Additionally they will ensure you know where trailers are stored during the week.

PREPARATION/LOAD IN

- Before opening the first lock, pray together for the load in process, for the team, and for the Sunday ahead.
- Safety first. Always ensure you have been shown proper techniques for moving PCI carts, drape racks, etc.
 - Anyone who is new to the team should watch, then be monitored for up to 3 shadows.
- Work through unloading trailers and loading in gear as per the Campus's guide.
 - Typically Worship/Production gear is loaded in first, then Kidspoint or auditorium pipe and drape, etc.
- Environments should be completely set 1.5 hours before the start of your campus' first service (see the applicable environment guides).
- Attend your team rally before the start of service.

IN ACTION

- Bring enthusiasm! Visually express your excitement for the day.
- You set the tone!
 - Our Dream Team who come in to final set your pre-work will feed off of your energy.
 - Have fun and be safe!
- Make a final sweep of all environments to ensure carts and storage bins are put away out of sight.
- Ensure trailers are moved as needed and secured during services.

POST SERVICE

- You will follow the Campus's guide to reloading the trailers
 - Work with the leaders of each area to determine best practices for their areas to be broken down and the pre-work necessary to setup the take down team for success.

- You can collaborate on this! Don't be afraid to share ideas to increase safety and efficiency.
- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.

SECURITY TEAM

We create and maintain engaging and distraction-free worship experiences for every guest. We are energy stewards. We are motivated to provide prayer, care and protection to all who enter our doors.

The Security Team Operational Guide is the best resource for Security Dream Team. This is provided as part of your onboarding.

- If you do not have a copy, please see your Campus Pastor or the Facilities Manager.

PRAYER / CARE TEAM

We maintain engaging and distraction-free worship experiences for every guest by having our eyes open and alert for guests who need prayer or care assistance. We are energy stewards. We are motivated to provide prayer and care to every person we encounter.

The Prayer Dream Team handbook is the best resource for Prayer / Care Dream Team. This is provided as part of your onboarding.

- If you do not have a copy, please see your Campus Pastor or the Director of Small Groups.

ADMIN / COUNTING TEAM

We ensure that all Dream Team are accounted for on the campus as part of important safety protocol. We ensure that check-in environments are clean and presentable. We assist with the input of data for all of our campus's needs. We are an asset to each team ensuring that what happens in the physical environment is accounted for in our database.

The Admin Team Responsibilities and Expectations guide is the best resource for Admin Dream Team. This is provided as part of your onboarding.

- If you do not have a copy, please see your Campus Pastor or the Database Administrator.

The Counting Team Handbook is the best resource for Counting Dream Team. This is provided as part of your onboarding.

- If you do not have a copy, please see your Campus Pastor or the Finance Team.

EVENTS / MERCH TEAM

We ensure that Sunday and event environments are set to Lifepoint brand standards. We follow guidelines to ensure that minimalism and excellence are embraced.

PREPARATION

- You will work with your Campus Staff team for the vision for each environment.
- Environments, events, and merch sales will all have a guide to show images or layout to be replicated.
- Budget is provided for each event and environment. You will work together with the Campus Staff team on this budget to ensure that you areas are executed appropriately with conscientious stewardship.
- Recruit team to help you, ensure you have a plan for setup and adequate help.
- For the sale of any product (book, merch, etc.) the person assisting with funds must be background checked and trained. Please work with the Campus Pastor and Finance Team on this.
 - The Merch Team Handbook is the best resource for Merch Dream Team. This is provided as part of your onboarding.
 - If you do not have a copy, please see your Campus Pastor or the Finance team.

IN ACTION

- All environments will need to be set no less than 1 hour prior to service.
 - If pre-sales or Dream Team sales are permitted, you will need to be setup in advance to ensure Dream Team and yourself can get to rally.
- Bring enthusiasm! Visually express your excitement for our guest's arrival as soon as they are in sight of you (if you can see them, they can see you) by smiling, waving, and making eye contact.
- Verbally greet guests with a warm welcome as soon as they are within a few feet of you.
- Between services, spot check the area around the events/environment areas. Sweep or vacuum as necessary. Restock supplies as needed.

POST SERVICE

- Celebrate as a team! Share stories and wins of the day. Take a moment to pray and thank God for getting to be a part of what He is doing.

- After the last service of the day, ensure that your environments are properly torn down and gear/resources are stored away.