

**FIRST
IMPRESSIONS
TEAM**

PLAYBOOK

e4chatt.

Mission

Love, Serve, Point.

Love God, love people. Serve God, serve people. Point people to Jesus

Core Values

We invest in real relationships

- Because we value people more than anything

We let the Spirit lead

- Because we are filled with His power and His presence.

We grow better together

- Because we do more on teams than we can do alone

We defend the next generation

- Because we are committed to equip and send

We practice irrational giving

- That leads to irrational provision

We laugh long, hard, and often

- Because the joy of the Lord is our strength

We always hope

- Because the best is yet to come

Season & Fit for Serving

There is a season and fit for everything. Never feel as though you are stuck serving in one particular area. Keep open communication with your departmental point person and let them know if you feel your time in that department has expired.

Dream Team Room!

The Dream Team Room (room 02) is for you to use while you are serving. There is a cereal bar, snacks, drinks, places to sit, etc. If you are serving on a particular Sunday, you are welcome to use that room. You also get 1 free coffee drink at the coffee bar on the Sunday's you are serving, just let them know you are serving that day!

Purpose:

The First Impressions Team are the first people a guest will see, the first face of C4 Church, and in some cases the first glimpse of Jesus Christ to that person. Your smile, greeting, or handshake cultivates the soil of the guest's heart and prepares them for their experience with C4 and the gospel.

You never know what someone is going through. You could be offering coffee to a sleep deprived new mom. You could be sharing a smile with someone who lost a spouse or parent. You could even be inviting someone to sit with you who just lost their job and feels lost. Never underestimate the power of simple kindness and a warm welcome.

Research shows that from the moment a guest enters the parking lot, the first 7 minutes of their experience will determine their overall outlook on their experience.

Logistics:

All team members at C4 use Planning Center for scheduling purposes. Each time you serve you will be scheduled through this software. It is very important for you to accept or decline your serving invitations so that your departmental point person will know if you plan to serve in the capacity requested each week.

Additionally, you can **assist your department by blocking out any dates you know you will not be available.**

You can use the **Church Center app**, for all your scheduling needs including accepting and declining any serving requests. You will also receive reminder emails about serving, and you can accept and decline inside those emails as well.

Cancellations:

IF you have already confirmed a shift serving, and you need to cancel please do so as far in advance as possible. If you need to cancel last minute, go onto your **planning center app and decline** the serving opportunity for that day **AND text your departmental point person**, Liz Crowe at 423-902-4403 to let them know. Doing both of these things ensures that people will be notified and can fill in your position as needed.

Communication

Communication is VERY important. Ask questions, discuss issues, and let someone know if you need help of any kind.

First Impressions Point Person - Liz Crowe (liz@c4chatt.com, 423-902-4403)

Department scheduler – Alicia Guinn (alicia@c4chatt.com)

Usher, Parking & Security Point Person – Brandon Guinn

Unity

Please commit to being kind and working together peacefully with the Dream Team. If there are ever any concerns or issues, respectfully talk through them with love. Agreement is not the goal, but rather unity. Be sure to stay connected and attend Dream Team meetings as they happen throughout the year. They help keep us unified and give us a chance to grow together!

Greeting Team

Greeter Schedule:

9:00am Service – If serving in the 9:00am service, you should arrive **no later than 8:35am** to attend the Dream Team meeting located in the Dream Team room. This meeting is important so you can hear about any upcoming information, updates, or unique things happening that day. Once the meeting is dismissed, you will take your position in the LOBBY to be ready to greet guests right away. **Remain at the doors until 9:15am** to greet any guests coming in late.

Before the close of service at approximately **10:05am (or when the congregation is asked to stand for prayer)** you should return to the lobby to thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

10:30am Service – If serving in the 10:30am service, you should arrive **no later than 10:15am** to take your position in the LOBBY and be ready to greet guests both coming and leaving. Remain at the doors until 10:45am to greet any guests coming in late.

Before the close of service at **approximately 11:35pm (or when the congregation is asked to stand for prayer)** you should return to the lobby to thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

12:00pm Service – If serving in the 12:00pm service, you should arrive **no later than 11:45am** to take your position in the LOBBY and be ready to greet guests both coming and leaving. Remain at the doors until 12:15pm to greet any guests coming in late.

Before the close of service at **approximately 01:00pm (or when the congregation is asked to stand for prayer)** you should return to the lobby to thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

Identification

Greeters should wear C4 Lanyards that identify them as someone guests can approach with questions. Lanyards are found in the HVAC room next to the main entry doors.

Connect Cards

Greeters should also be prepared to hand out Connect cards to new guests. If you are talking with someone new, be sure to say something like “We would love to connect with you if you want to fill

out this connect card!", "I would love to have someone follow up with you, if you fill this out we can make that happen".

If someone hands you a connect card, it can be placed in the offering box before you leave.

Do's and Don'ts of Greeting:

Do:

- Maintain positive body language (smile, make eye contact and stand with good posture).
- Be familiar with upcoming events and recurring events at church.
- Personally escort guests who ask where something is located. Avoid pointing or giving directions.
- Make eye contact in a way that says "I'm glad you are here".
- Greet each guest enthusiastically as though you were expecting them. Show them you are happy they are there. Be active in creating a comfortable environment and incredible first impression for guests by offering a warm welcome and high-energy greeting to add to their great experience.
- Open the door for guests and members.
- Watch and see if someone looks confused as they walk into the building. They may need your help navigating where to go, or what to do next.

Don't:

- Look at your phone while you are greeting. Looking down or not being aware of new faces can seem uninviting.
- Spend so much time talking with other members that you miss talking to or greeting a new guest.

Language

Phrases to use:

- | | |
|-------------------------|--|
| • Welcome to C4 | • Thank you for coming |
| • We're glad to see you | • Can I help you get your kids checked in? |
| • Enjoy the service | • I don't think we have met yet, my name is _____. |
| • See you soon | |
| • Have a good week | |

Language to avoid:

- Visitor – we always address them as guests, hospitals have visitors, hotels have guests.
- Comparing services, "oh the 9:00 service is so much better".
- Complimenting someone's appearance in a manner that could make them uncomfortable
- Is this your first week? – avoid this phrase in case they have been coming for months

Usher Team

Purpose:

The purpose of the usher team is to (1) assist people to find empty seats, mainly during worship when it may be hard for people to find seats (2) set out chairs as needed when empty seats are filled and (3) act as a second line greeter at the auditorium doors, this will help ensure that all guests are greeted if they were missed at the entry doors.

Usher Schedule:

9:00am Service – If serving in the 9:00am service, you should arrive **no later than 8:35am** to attend the Dream Team meeting located in the Dream Team room. This meeting is important for upcoming information, updates, or unique things happening that day. Once the meeting is dismissed, you will take your position in the back of the AUDITORIUM to be ready to welcome guests and help anyone get to their seats. **Remain in this area throughout worship and the announcement video, as some people will come in late.**

Before the close of service at approximately **10:05am (or when the congregation is asked to stand for prayer)** you should return to the back of the auditorium to open doors and thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

10:30am Service – If serving in the 10:30am service, you should arrive **no later than 10:15am** to take your position in the back of the AUDITORIUM and be ready to welcome guests and help people find seats. **Remain in this area throughout worship and the announcement video, as some people will come in late.**

Before the close of service at **approximately 11:35pm (or when the congregation is asked to stand for prayer)** you should return to the back of the auditorium to thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

12:00pm Service – If serving in the 12:00pm service, you should arrive **no later than 11:45am** to take your position in the back of the AUDITORIUM and be ready to welcome guests and help people find seats. **Remain in this area throughout worship and the announcement video, as some people will come in late.**

Before the close of service, at **approximately 01:00pm (or when the congregation is asked to stand for prayer)** you should return to the back of the auditorium to thank guests for coming. Guests are usually the first people to leave, so it is important to get to your post early before the service fully ends.

Identification

Ushers should wear C4 Lanyards that identify them as someone guests can approach with questions. Lanyards are found in the HVAC room next to the main entry doors.

Parking Team

Purpose

The purpose of the parking team is to assist guests and members to safely and easily park their vehicles for service. It can be frustrating when you cannot find a parking spot. This team will help alleviate that stressor for guests and members by directing cars to parking spots.

Parking Attendant Schedule:

9:00am Service – No parking team scheduled for the 1st service.

10:30am Service – If serving in the 10:30am service, you should arrive **no later than 10:05am** to get ready and in your position for the end of the first service, and the beginning of the second service. 2nd service will end promptly at 11:45am.

12:00pm Service – If serving in the 12:00pm service, you should arrive **no later than 11:35am** to get ready and in your position for the end of the 2nd service, and the beginning of the 3rd service. 3rd service will end promptly at 01:15pm.

Identification

Parking lot attendants should wear Parking Vests so they can be easily identified in the parking lot. Vests are found in the HVAC room next to the main entry doors. There are also parking wands available in that room.

Parking Lot Flow Map

