



THE MESSAGE

A GUIDE TO
CAMPUS
TEAMS

Thank you!

We are so grateful that you have chosen to partner with us at The Message. As a Campus Team member, you have the unique opportunity to create a welcoming environment and guest experience for every person who attends our church. Think of your role as being the “host” and The Message is your “home.”

At The Message, we encourage people to engage with us in three ways: belong, grow, and serve. When you step into this serving role with the Campus Team, it is an act of obedience to carry out the work and ministry, big and small, that God has planned for you and this church. 1 Peter 4:10 says, “Each of you should use whatever gift you have received to serve others.” When we serve, God changes the people we minister to and He changes us.

This handbook is designed as a resource to help you in your serving role. Within its pages you will find both general and specific information that is applicable to all Campus Team members.

While the goal of this handbook is to provide you with an understanding of the mechanics and procedures for your role, please keep in mind that the way you engage with other team members, your team leader, and guests is highly valuable and will last much longer than all the functional assistance you provide. Let what you do flow out of who you are in Christ.

Guidelines & Procedures

SUNDAY SCHEDULE

Each Sunday morning, the Campus Leader will host a team meeting in the kitchen promptly at 9:00am for first service and at 10:35am for the second service. This is a time to encourage team members, share details about what needs to be accomplished, and to pray together for each other and for everyone who will attend The Message that day. Please be prompt to this meeting. Campus team members need to be in place before the first guests arrive, so it's important that the meeting begins and ends on time.

COMMUNICATION

Each week that you serve, you will receive an email reminder from your team leader via Planning Center Online with the schedule and any additional details for the upcoming Sunday. Please be sure to look for this email and respond in a timely manner. If you use a smart phone or tablet device, download the Planning Center Services App for streamlined reminders and responses. If you have any questions specific to the Sunday you serve, please contact your team leader or the staff member over your area.

STANDARDS AND VALUES

Every Sunday is someone's first Sunday. Campus teams create excellent environments that exceed the guests' expectations of hospitality.

Through our actions and interactions with our guests, we display the love of Jesus and introduce them to a church that the unchurched, dechurched, and overchurched love to attend.

OUR TEAM MEMBERS ARE:

- Committed to our vision to love God, love people and make disciples.
- Consistent with attendance and arrive prepared to serve.
- Responsible to find a substitute in their absence.
- Hospitable and strive to exceed the expectations of our guests. We smile, make eye contact, initiate the "Hello" and walk guests who need directions to their destination.
- Humble and serve with passion, excitement, and anticipation of what God is going to do.
- Intentional, always looking for ways to connect through personal acts of service (e.g., if guest is coughing, get him water).

OUR ENVIRONMENT IS:

- Comfortable
- The temperature is pleasing.
- The building is safe and secure.
- The furniture is useful and the seating is comfortable.
- All areas are neat and in order (e.g. extra boxes out of sight, pens and handouts in nice containers).
- All volunteers should constantly scan the floors for trash or spills.
- Clear directional signage is effective and visible. Every area is clearly marked (e.g. Nursery, Kids, Checkin).

REMINDERS

- Know the location of all the ministries, restrooms, checkin areas, etc.
- Your children may assist you while you are serving if their age permits them to assist, not distract, you.
- Be on time to the team meeting.
- Limit time spent talking to friends and/or texting while serving because it may distract you from noticing first time visitors.

Key Environments

The Worship Center

is where weekly main services are held at 9:30am and 11:00am. It is accessible via the south sidewalk or through the kids area door, however, we'd ask only parents and teachers to use this hallway.

The Foyer

is attached to Worship Center and is a place for visitors to connect with the Welcome Team to receive information and a gift from The Message.

Belong Center

is located at the back of the worship center . This is an area where visitors and regular attenders alike can come after service to purchase Message swag (T's, hats, gear) or receive a visitor gift. They can also join The Message and sign "the book".

Next Steps Room

is located off the back of the worship center. It is manned by the prayer team to respond to those who need prayer, spiritual guidance, to make a spiritual decision, or to find a serve opportunity or small group.

Rooms 7 and 8

are located in the hallway between the worship center and kids area. These are multifunctional spaces used mostly for small group gatherings.

Kids Area

is located on the north end of the building and is accessible by the north sidewalk and entrance. Message Kids provides excellent programming and care at both the 9:30 and 11am services. Doors to the kids area will remain locked for the safety of the children during all services.

CAMPUS TEAM DESCRIPTIONS

CART TEAM

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Be in your cart ready to serve

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Be in your cart ready to serve

11:15am Return cart to shed and lock up. Place keys in kitchen drawer labeled "manuals".

Our WIN is to be available to help transport people to the building before they even know they needed or wanted help.

We do this by:

- Always using a radio to communicate with the parking team.
- Constantly circling the parking lot identifying those who need assistance (elderly, single moms, disabled, etc.)
- Inviting people to ride with a smile and friendly conversation.
- Keeping safety first (encourage children to ride up front, drive slowly, take turns gently.)
- Keeping carts clean and reporting any mechanical or cosmetic deficiency to the campus team leader or staff.

CAMPUS TEAM DESCRIPTIONS

USHER TEAM

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Be at your post ready to serve

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Be at your post ready to serve

Our WIN is to be the epitome of hospitality to individuals and families sitting in your section, and to create real, authentic relationships with those people.

We do this by:

- Arriving before Sunday services to be the first to greet people in the worship center.
- Making a face to face introduction with anyone you don't know.
- Inviting anyone who is a visitor to sit with you, so they don't sit alone.
- Learning the names and lives of those around you.
- Contacting people from your section who have missed more than two weeks to simply say, "We've missed you, and I wanted to check in to make sure everything is alright."
- Reporting prayer or pastoral needs of those in your section to the church staff.
- Connecting people with each other so they form actual friendships. (i.e. Bonnie and Suzie seem like they'd really get along. Introduce them and encourage them to engage in conversation or sit together.)

CAMPUS TEAM DESCRIPTIONS

BELONG TEAM

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Be at your post ready to serve

Post service- Return to the Belong Center and remain until the next volunteer arrives.

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Be at your post ready to serve

Post service- Return to the Belong Center and remain until the sanctuary is clearing out. Quickly tidy the area before you go.

Our WIN, in ALL interactions, is to help individuals take their next step in connecting to The Message and to outfit them in Message swag!

We do this by:

- Being ready and available before and after the service at the Belong Center.
- Standing confidently with a smile that says, "Come talk to me!"
- Selling Message swag using the square device.
- Engaging with first time visitors and giving them a gifts in exchange for a welcome card.
- Engaging with people who are ready to belong to The Message by helping them sign "the book" and fill out a contact card.
- Collecting information from individuals who would like to begin serving or join a small group.

CAMPUS TEAM DESCRIPTIONS

COFFEE TEAM

1st SERVICE

Schedule:

8:30am Brewers arrive and begin preparing coffee.

9:00am Campus Teams meeting in the kitchen

9:10am Be at your post ready to serve

9:35am Make sure everything is set for the next service: coffee made, supplies stocked, trash picked up

Our WIN in all interactions, is to bring comfort and familiarity to the Sunday morning guest experience with delicious beverages and warm, friendly interactions.

We do this by:

- Serving fresh, hot coffee and cold beverages.
- Keeping the serving area clean and free from clutter.
- Stocking the refrigerators with soda and water as needed.
- Keeping sanitation in mind when handling food and beverages.
- Keeping the kitchen area cleaned up from any spills or messes. Give it the white glove treatment!
- Monitoring inventory (sugar, sweetener, creamer, napkins, stirrers, coffee, filters, sodas, waters, etc.) and alerting the team leader when more is needed.

CAMPUS TEAM DESCRIPTIONS

COFFEE TEAM

2nd SERVICE

Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Tidy the serving area and restock creamer/sweeteners as needed. Hang around the beverage center to greet people as they get refreshments.

12:10pm Return after the service to empty leftover coffee, take out the trash, and wipe down the area.

Our WIN in all interactions, is to bring comfort and familiarity to the Sunday morning guest experience with delicious beverages and warm, friendly interactions.

We do this by:

- Staying nearby the beverage center to greet individuals as they arrive.
- Serving fresh, hot coffee and cold beverages.
- Keeping the serving area clean and free from clutter.
- Keeping sanitation in mind when handling food and beverages.
- Keeping the kitchen area cleaned up from any spills or messes. Give it the white glove treatment!
- Monitoring inventory (sugar, sweetener, creamer, napkins, stirrers, coffee, filters, sodas, waters, etc.) and alerting the team leader when more is needed.

CAMPUS TEAM DESCRIPTIONS

PRAYER TEAM

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Meet Worship Team in Next Steps to pray for service, then remain or prayer walk the campus

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Head to Next Steps or prayer walk the campus

At the end of each sermon, the pastor will direct people to respond. As soon as he begins giving those instructions, please come forward to the platform and prepare to meet people for prayer.

Our WIN is to give God priority and invite His presence and movement in our building and congregation.

We do this by:

- Being prepared spiritually, mentally and emotionally.
- Praying for people's needs, and making notes in the prayer journal so we can continue praying for them.
- Guiding conversation in a way that is encouraging, uplifting, and points them directly to the Lord.
- If faced with a situation that requires follow up from the staff, do your best to encourage and gather enough information for the pastoral staff to follow up. Record contact information and your notes on a Welcome Card and place in the offering baskets.

CAMPUS TEAM DESCRIPTIONS

PARKING

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Get to your post and be ready to serve

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Get to your post and be ready to serve

Our win in ALL interactions, is to initiate with a warm welcome, deliver clear directions, and provide assistance as needed.

We do this by:

- Wearing a safety vest and using a radio.
- Smiling and waving at cars as they arrive and depart from the parking lots. As the main lot gets full, you may begin directing people to the south gravel lot or the north gravel lot.
- Meeting people at their cars and escorting them to the doors with an umbrella when there is precipitation.
- Alert people who may need assistance to the doors that the cart will circle around and pick them up. Radio the need to the cart drivers.
- Remaining in place until 15 minutes after the service begins.
- Smiling! Though our parking lot is small, it is also far from our building, so consider yourself the first greeter guests will encounter!

Precipitation Reminder:

- There are golf umbrellas in the kitchen for assisting people.
- If rain persists to the end of the service, please offer help as needed.
- When you are done serving, dry umbrellas before leaving them.

CAMPUS TEAM DESCRIPTIONS

GREETERS

First Service Schedule:

9:00am Campus Teams meeting in the kitchen

9:10am Be at your post ready to serve

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Be at your post ready to serve

Our WIN, in ALL interactions, is to make each person feel valued with a sincere greeting, a friendly presence, and personalized assistance.

We do this by:

- Greeting our guests at the exterior doors and sidewalks with a smile.
- Being on the lookout for first time guests—people who don't look comfortable or who have the "Where do I go?" look on their faces.
- Engaging in conversation with first time guests and taking them exactly where they need to go. Never "point" guests in the right direction.
- Having positive body language: smiling, making eye contact, standing with good posture (arms unfolded and body open toward guests.)
- Greet those who arrive early and invite them to enjoy coffee while waiting for service to begin.
- Stay in position until 15 minutes after the service begins to assist late comers in finding seats.

While you are serving:

- Keep the bulletins and other materials organized.
- Hand out whatever print material is on the buffet.

CAMPUS TEAM DESCRIPTIONS

TEAM LEADER

First Service Schedule:

8:45am Arrive and greet team members as they arrive

9:00am Campus Teams meeting in the kitchen

9:10am Float around campus checking in and encouraging volunteers

Second Service Schedule:

10:35am Campus Teams meeting in the kitchen

10:45am Float around campus checking in and encouraging volunteers

11:15am Leave any notes for The Message staff regarding inventory needs, personnel concerns, etc. in the Campus Team notepad in the manuals drawer in the kitchen.

Our WIN is to streamline the Sunday morning experience for guests and volunteers, unify campus teams, and lead our volunteers pastorally.

We do this by:

- Monitoring planning center scheduling responses and ensuring a full staff each Sunday morning.
- Always arriving on time.
- Greeting campus team volunteers with a smile and genuine conversation.
- Leading the Sunday morning meeting to encourage, equip and pray for your teams.
- Modeling outstanding care for guests and team members.
- Tracking inventory and personnel needs so staff can respond swiftly.
- Growing relationships with the individuals you lead.
- Staying in close contact with The Message staff.