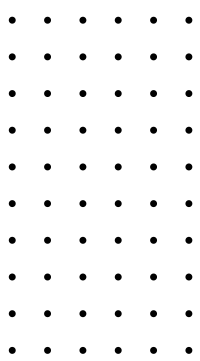
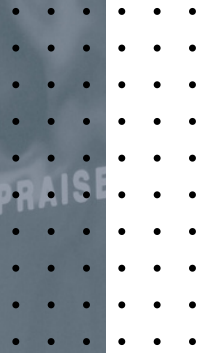




**THE CHURCH OF
GARDEN VALLEY**



USHER

First Impressions
Dream Team Playbook



WELCOME TO THE DREAM TEAM

TCOGV has a heart for serving God, one another, and our community. We are so excited that you want to be part of that by joining our Dream Team! We are all called to serve like Jesus did and it is an honor to connect with each other through our obedience to serve. Our Dream Team is always excited to give their time, talent, and treasure into our immediate community and the community around us. We do not make light of serving, and always view it as an opportunity to be Jesus with skin on. We believe connecting with each person who steps on our campus is an opportunity to share the message of hope found in Christ.

Colossians 3:23 says “Put your heart and soul into every activity you do, as though you are doing it for the Lord himself and not merely for others.” This is the attitude we bring to our Dream Team. We understand that what we do matters. What we do builds the Kingdom of God, and spreads the love of Christ to those we serve. Whatever we do, we do for His glory. We don’t have to do this; we get to do this!

We believe as we fix our eyes on Jesus, and serve with all our hearts, the most ordinary tasks become acts of worship to God! This Playbook has been created to help you with any questions you might have and to instruct you in some of our procedures and responsibilities. We want you to feel prepared and excited as you join our Dream Team! We want you to know how thankful we are for you. Welcome to the Dream Team and don’t forget...we GET to do this!

Cody Wilson
Executive Pastor of Spiritual Community



OUR MISSION

Real People. Real Problems.
Real Promises. Real Purpose.

OUR CORE VALUES

We Passionately Pursue God
We Give Generously
We Love Endlessly
We Change Our World

DREAM TEAM MENTALITY: TEAMWORK MAKES THE DREAM WORK!

I will **SET** the atmosphere of our church

- By living out the cultural values
- By protecting the unity of our church
- By doing the best you can with what you have

I will **SHARE** the responsibility of our church

- By being committed to its growth through prayer and action
- By inviting people to church
- By attending church with a “them” mindset rather than a “me” mindset
- By finding ways to involve other people

I will **SERVE** the ministry of our church

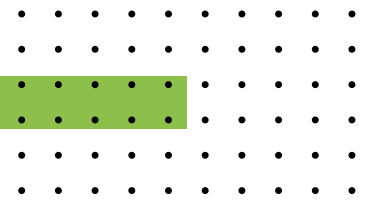
- By never being too big to serve
- By leading by example
- By developing a servant’s heart

I will **SUPPORT** the mission of our church

- By attending church faithfully
- By living a Godly life
- By giving regularly

In addition to a winning mentality, we must also have the right people in the right place. A team may call the perfect play but if the wrong people are on the field or in the wrong spot, it does not matter. We must get the right people in the right place.

Usher Playbook



The Win

The auditorium environment is inviting, engaging, and distraction-free allowing each person the opportunity to connect, receive, and encounter God.

We do this by:

- Greeting and communicating with everyone as they enter the auditorium.
- Actively assisting everyone attempting to find a seat by walking them to an empty seat
- “We have a seat available for you right over here.” - “Can I help you find a seat this morning?” - “Do you have a preference on where you would like to enjoy our service?”
- Seat front to back when able so everyone has the opportunity for community and connection.
- Stay aware of potential distractions and work with leadership to address them as needed.
- Never pointing, always escorting.
- Assist in receiving the offering as directed by the Team Lead or Guest Connect Coordinator.
- Assist in the counting of the offering as directed by the Team Lead or Guest Connect Coordinator.

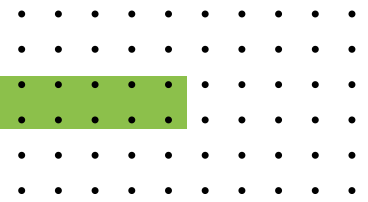
The Way

- Connect with your Guest Connect Coordinator or Team Lead up to and on Sundays.
- Reply to service requests within 7 days and promptly respond to other messages from your leaders.
- Reach out if you need prayer, support, or have questions.
- Check in with Guest Connect Coordinator upon Sunday arrival.
- Arrive on time and attend Dream Team Rally when serving 1st service at 8:15am; Arrive at 10:00am when serving 2nd service; Arrive at 11:30am when serving 3rd service.

**Work as a team to execute the plan
Stay until your teams work is done
We arrive together and leave together**

Usher Playbook

Continued



The Day

Be Approachable

- Make eye contact and welcome each person as they approach you
- Be in the aisle, with a light if needed, wearing a “How Can I Help You?” lanyard.
- Face towards the entry doors for awareness

Be Proactive

- Set the expectation of assisted seating by greeting each person instantly and conveying where they go next (usher further in the auditorium or assist them to their seat)
- Know the location for childcare, kids/youth ministry areas, restrooms, and other popular areas around the buildings
- Be alert to anyone with mobility issues and escort inside as needed
- Watch for any unusual behavior and report to security
- Be hands-free of beverages, cell phones, and food while working entry doors
- Open the door for anyone entering and exiting quietly to prevent unnecessary distractions or noise.
- At the conclusion of the service, and after most guests have exited, please remove any trash or valuables left behind in the sanctuary. Take valuables to the Guest Connect Center.
- If a new guest needs help locating the Pastor meet & greet please escort them to the proper place and introduce them.

Be Informed

- Always check in with Guest Connect Team Coordinator or Team Lead when arriving to receive location/position assignments and any instructions for that day
- If you are working a communion Sunday, ensure you are aware of the specific instructions needed for these services and when to assist with passing out or cleaning up the emblems.

The Deets

Communication: Please maintain up-to-date contact information in Planning Center. This is the information used to communicate with Dream Teamers. Respond to scheduling requests at least 10 days before the requested date. Notify Guest Connect Team Coordinator as soon as possible if you cannot honor a scheduling commitment.

Scheduling: Scheduling requests to be sent out 2-4 weeks prior to services in advance. Be sure to block out any days you are not available at least 4 weeks in advance.

Call Times: 8:15am when serving during 1st service to attend the Dream Team Rally and be in place by 8:30am. 10:00am when serving during 2nd service and 11:30am when serving during 3rd service.

Attire: As a member of the Guest Connect Team you are the first person a guest sees upon entering the property. Keep all clothing modest and in good taste. Ensure you have a “How Can I Help?” lanyard on at all times when serving on the Guest Connect Team.

Recruiting: We love welcoming new people to the Dream Team! Encourage others to join you on a dream team and ask them to sign up.



Coordinator Expectations

Coordinator

- Responsible for upholding all the roles and responsibilities as well as the leadership of the Guest Connect Team. This means praying for your team and staying in communication with the Spiritual Community Pastor on upcoming services and sharing vision with the Guest Connect Team.

Scheduling

- Is responsible to assist with scheduling all Dream Teamers and Team Leads 2-4 weeks in advance in Planning Center Online.
- Is responsible to communicate and follow up with Team Leads when scheduling notifications are sent and to encourage all Dream Teamers to accept or decline invitations to serve in Planning Center Online in a timely manner.
- Is to handle scheduling conflicts as reported by Dream Teamers and fill positions of declined Dream Teamers 2-4 weeks in advance.
- Is to notify Team Lead of scheduled team 2-4 weeks in advance of the Sunday the Team Lead is scheduled for.
- Will provide support to the Team Lead in filling “no show” positions.

Training and Communication

- Is responsible to host periodic team training as needed.
- Promote the ministry enthusiastically and actively recruits new Dream Teamers and identifies possible candidates for Team Lead.
- Is to follow up with all Dream Teamer applicants to begin the onboarding process.
- Communicates the roles and responsibilities of the Dream Teamer. This should be done during the onboarding period for new recruits and ongoing as needed.
- Coordinators shall report directly to the Spiritual Community Pastor. Coordinators are to be proactive in communicating any supply needs, training questions, help needed for conflict resolution, and communicating all meetings to leadership and Dream Teamers.

Team Lead Expectations

Team Leads

- Are responsible to uphold all the roles and responsibilities as well as leading the Dream Team one or more Sundays per month.
- Attend Dream Team Rally when serving 1st service and assist with all services as needed.

Scheduling

- Ensure the Dream Team for the week you are leading is confirmed and ready to serve by:
- Being aware of who is serving on the day they are leading and are responsible to send text reminders to the Dream Teamer the Wednesday before serving.
- Reach out to the Coordinator to help fill needed positions for non-responsive or non-confirmed Dream Teamer by the Friday before service.

Communication & Expectations

- Are responsible to touch base with each Dream Teamer on Sunday morning to ensure they have what they need and are ready to be fully engaged at their position.
- Maintain ministry standards & guidelines found in Dream Team Playbooks; Such as mission, values, dress code, etc. Provide quality control of the ministry experience on Sunday morning. Available to assist Dream Teamer if they need assistance or have questions.
- Are responsible to oversee any newly onboarded Dream Teamer on Sunday morning. Ensure all new Dream Teamers are assigned a person to shadow, and have all that they need to be successful when they serve.
- Team Leads should also promote the ministry enthusiastically and actively recruit new Dream Teamers.

