



1st IMPRESSIONS TEAM MINISTRY GUIDE

We are so excited that you have chosen to be a part of the 1st Impressions Team. This handbook is designed to serve as a resource to help you in your volunteer role. While our desire is to provide you with an understanding of the mechanics of 1st Impressions, please keep in mind that the way you welcome, inform, serve or otherwise assist guests will stay with them much longer than any “functional” assistance you provide.

Our Values

Then God said, “*you’ve been going around in circles in these hills long enough; go north.*” Deuteronomy 2:2-3

TRUE NORTH

- Nurturing a Life-Giving Culture
- Offering Graced to Everyone
- Reaching for the Next Generation
- Training Disciples for Mission
- Having a Whole Lot of Fun

Our Vision

Our team exists to help people to **Know God, Find Freedom, Discover Purpose, and Make a Difference.**

1st Impression Team Mission

Our purpose is to help people come to know God. Our mission is to remove any obstacles that would prevent our guest from coming to know God.

Romans 15:7

“Therefore welcome one another as Christ has welcomed you for the glory of God”.

Core Values

- Exemplify God’s heart for His people
- Offer Grace and acceptance to everyone
- Facilitate a warm and welcoming experience for our guests and members
- Nurture a Life-giving culture for every person who enters our church doors

Dress Code

- Lanyard should be worn while serving
- Dream team shirt must be worn while serving and for special occasions and/or church events
- Clean, wrinkle free, modest clothing (short short/skirts, spaghetti straps, tank tops, dirty or stained clothing will not be acceptable)

Roles and Responsibilities

Greeting

- Arrive 30 minutes before the start of 9am service
- Attend the Dream Team Huddle for prayer at 8:30 am
- Arrive 15 minutes prior to the start of 2nd service
- Open the doors for incoming and outgoing members and guests
- Give a warm welcome, handshake, wave, and/or hug to those entering the building
- Be alert and available to visitors and those needing special assistance
- Make sure all visitors receive a connection card
- Be prepared and available to direct people when necessary

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- Keep the entrance and foyer area clean (picking up trash, sweeping foyer area, placing "lost" items in the office, etc.)
- Keep traffic flowing through the foyer area and sanctuary doorway
- Alert security of any issues on the church campus or in the church building

Offering Procedure

- 1st Impressions members are responsible for assisting the Hospitality team with isle hosting.
- When the MC calls you forward, quietly move to your position
- The MCs will queue the hosts to pass the buckets, otherwise start passing the buckets once the video announcements begin
- Be observant and allow all those who want to give an offering the opportunity to contribute, including those who are standing around the perimeter of the sanctuary

Post service

- Return to your position just before the conclusion of the service to bid people farewells
- Give a warm farewell, handshake, wave and/or hug to those exiting building
- Remain at post until new 1st Impressions members arrive for next service

To ensure we are creating a welcoming environment, along with a standard of excellence, here are some points to remember:

- Be in position **30 minutes before** the worship service begins.
- Limit personal conversations with friends and other volunteers.
- Greet those who arrive early and kindly inform them if an earlier service has not finished and assure them that the doors will be opened shortly.
- Remain at your assigned position greeting late arrivers until the beginning of the 3rd worship song.

Scheduling and communications

Planning Center Organizing (PCO)

- This is our scheduling app which is utilized to schedule all volunteers
- Respond to scheduling requests within **24 hours**
- Utilize block out date feature when your schedule does not permit you to serve

#Slack

- Church's main communication app
- All team members to be added to 1st Impressions slack channel
- Check channel on a daily basis
- Respond as needed to requests from Great Team lead Directors or other team members

Expectations & Leadership opportunities

PATH Classes

- All Dream Team members must complete PATH classes

Leadership Pipeline

- Designed to Enrich you, Empower you, and Elevate your walk with Christ
- All Dream Team members must complete LP1

Serve One, Attend One

We appreciate your dedication to serve each week. In order to be successful in ministry it is important to stay well-nourished with God's word. We ask all Greet team members to serve one service, attend another. This ensures that you are plugged into what God is saying and doing at CNC.

Welcome to the Compass North _____ Team.

We are so excited you are joining the Dream Team. By checking each line & signing below indicates you have read through the guidelines for the team you have chosen and that you align with the expectations of your specific team as well as the below listed expectations of our Compass North Dreamteam members. Thank you for being willing to serve and doing your best to uphold the heart and culture of Compass North church.

_____ I have completed all 3 sessions of Path

_____ I am in alignment to the full beliefs of Compass North Church.

_____ PCO (Planning Center Online) I have downloaded the app and understand how to use it. I will respond(accept or decline) to scheduling requests within 24 hours. I will use the block out dates when out of town or have other obligations.

_____ Slack (Each teams way of sharing important information quickly and efficiently) I have downloaded Slack app and commit to check slack at least once per day.

_____ I have received my team shirt and will wear it and nametag when serving.

_____ I will arrive for serving 30 minutes prior to church service and be at my post 20 minutes prior to church service. If I am serving at 9 am I will attend the Huddle at 8:30 am.

_____ I am willing to serve a minimum of once per month (2 x per month is preferable)

_____ Serve one Attend one: I understand when I am serving, I will make it a priority to attend one service. Your spiritual life is important, we want you to be filled.

_____ Guest Aware: Whether serving or not, I will be mindful of new guests & introduce myself, help them find whomever invited them, introduce them to someone at Connect Center.

_____ Serving is working for God. I will remind myself and politely delay non-serve related conversations until after I am finished serving.

_____ Church Aware: A clean environment is part of our guests impression of Compass North church. I will pick up and dispose of empty coffee cups & water bottles. If I see a spill or mess of any kind, I will clean it up or bring it to the attention of someone who can.

_____ I understand I am expected to participate in trainings/meetings/and Dream team parties.

_____ Join a Life Group: Taking rows to circles. Small groups are where we study God's word and build lasting relationships. Most Life Groups are 8 week sessions. Freedom groups 12 wks. I will participate in a life group and when ready I will lead a life group.

_____ I plan to complete Next steps for my spiritual growth: LP1, LP2, and Freedom Group.

_____ I have completed LP1

_____ I have completed LP2

_____ I have completed Freedom (including conference)

_____ Being on the Dreamteam is an honor and a privilege. I will be mindful of how I am representing Compass North Church and the love of Jesus every day and every where, not just at church on Sunday.

_____ Social Media(WWPJP-what would Pastor Joe post) Remember it's your church family, Directors, Dreamteam members and their families, friends, coworkers & sometimes kids seeing your posts. I promise to be mindful of what I post on social media.

Thank you so much for being willing to serve the Kingdom of God. If you have any questions or concerns please take them to your team Director or Assistant Director. Pastor Joe Hunt

Signature

Dates