

## **Compass North Church**

### **Hospitality VIP Team Manual**

**N** – Nurturing a Life-Giving Culture

**O**- Offering Grace to Everyone

**R**- Reaching for the next Generation

**T**- Training Disciples for Mission

**H** – Having a whole lot of Fun

**CNC Vision:** Know God, Find Freedom, Discover Purpose, Make a difference.

### **Hospitality Core Values:**

- Visitors are a gift from God
- We have the privilege of influencing their journey to faith
- We can lead them to Christ
- We can help them find a place to serve

### **Requirements for serving positions:**

1. Completion of PATH class.
2. Arrival - 30 minutes prior 1st service (to attend Dream Team Huddle).
3. Arrival – 15 minutes prior to 2<sup>nd</sup> service.
4. First service: Encourage to attend the Dream Team Huddle at 8:30am.
5. Knowing the Compass North Valves.
6. Plugged into Slack Hospitality Team group thread for

updates, relevant information, staying connected to events and PCO. Must download Slack and Planning Center online on your smartphone or can be utilized directly on your desktop.

7. Encourage to complete the Leadership Pipeline 1 & 2.

### **Courses Include:**

Videos/Questionnaires, and comments, once LP1& LP2 is completed, a reward is given.

8. Encourage to join or lead a life group each quarter semester.

### **Compass North Church Serving Positions Introductory**

#### **Position: Hospitality Team Member -Connection Table**

#### **Key Responsibilities:**

- Arrive 15 – 20 minutes prior to service starting to help answer guest's questions.
- Make sure all connection cards/ prayer request cards have been received and placed in the connection card bin.
- Replenish mints for connection table and restrooms.
- Be mindful chatting with friends/ peers while serving. Although, we want to have a "whole lot of fun" we also do not want to miss an opportunity with a new guest experience. Ask yourself, "what is my God assignment today?"
- Replenish new guest bags if supplies are low. All supplies will be in the closet.
- Introduce yourself by name to new guests or to any guest you don't know. Get to know new guests! How did they hear about CNC? Tell them your story! Be excited for our new guests and engage in conversation and hand out a new guest bag!
- Be available to answer questions guests may have.
- Be available to assist the Team leader in other areas if needed.

- Be familiarized with upcoming events prior to service to provide accurate info to guests.
- At close of service (when pastor asks everyone to stand) be at connect table to be available for early exiting guests.

## **Compass North Church Serving Positions Introductory**

### **Position: Hospitality Team Member -Aisle Host**

#### **Key Responsibilities:**

##### **- What is my God Assignment today?**

- Be available to engage in conversation and greet guests prior to service. Work on the 20/20 (Engage with guests 20 minutes before service and 20 minutes after service) Introduce yourself by name to new guests or to any guest you don't know. Get to know new guests! How did they hear about CNC? Tell them your story! Be excited for our new guests and engage in conversation
- Be at assigned Aisle prior to the 5-minute countdown begins prior to service starting, engage in conversation to guests in your assigned aisle.
- Always face the entrance doors and be attentive, so each guest can be seated as quickly as possible.
- Always be available to help guests find a seat.
- Have a smiling face.
- Walk down the aisle from time to time to see where any empty seats are available once sanctuary seats have been filled to help last minute guests
- When the MC's announces aisle hosts to come up, have black buckets ready to come up to the first aisle and pass buckets to the right of you.
- Face the back of the sanctuary and when the announcement video begins to play, start passing the buckets to the right of you.
- When you reach the back of the sanctuary, hand the buckets to Pastor Gary.

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