



Gracelife Chapel

Next Steps Host



Serve Team Playbook

Our Team Win

Help guests to know what their next steps are to develop their faith and connect to church life.

Guidelines

- Remember: We serve because we love God and love people.
- Arrive 40 minutes prior to service start time and be in place 30 minutes before service.
- Have your name tag printed from the Serve Team kiosk and have it on while serving so we are easily recognizable to our guests.
- Connect with your Service Team Leader after checking in and attend the Team huddle.. The Service Team Leader will communicate any details specific to the weekend.
- Have a short team prayer before service.
- Be proactive!
- Maintain positive body language
 - “Open circle” body language facing stairs
 - Welcome and assist guests both coming into or leaving the Auditorium
 - Smile and make eye contact
 - Stand with welcoming, energetic posture ready to assist
- Get to know your teammates
- Refrain from eating, drinking, or using your phone while serving.
- If you will miss your opportunity to serve, please inform your Team Coach or Service Team Leader.

Responsibilities

- Actively look for guests to assist:
 - Anticipate and respond to the needs of every person
- Direct guests where to go when they seem uncertain on where they are headed.
- Arrive back in place at the Next Steps area 5 minutes before service ends and stay at least for 15 minutes after service ends.
 - Hand out fresh start books to new Christians
 - Keep a written tally and give to the Service Team Leader of how many books were handed out during your scheduled time.
- We recommend you read through the fresh start book to become familiar with it in case someone asks a question.

- Team player is able to navigate a digital tablet (iPad) for electronic sign-ups on the Gracelife Chapel app or offer to show someone how to sign up online using their device,
- Team players are flexible! Plans and information can change at the last minute, so make sure to have a focus on people over process. Be flexible!
- Team players need to multitask when multiple attendees stop to ask questions. (Example: 3 people arrive at Next Steps to sign up and ask questions. Team player would kindly acknowledge guests 2 and 3 with the statement: "As soon as I finish assisting her sign-up I will be more than happy to help you." Or, greet guests with a smile to acknowledge you know they are there and will be right with them. Welcome them and engage them.
- If you are unsure how to answer any question from a guest you may find a pastor or leader that can help them.
- As with all serve teams, it's important to "Serve One and Receive One". Make sure you get to a service on the weekend you serve so you can stay filled up!

What else to know about the Next Steps Team?

Thank you for your interest in serving with the Next Steps. The Next Steps is a branch of our Welcome Team at Gracelife Chapel. We have a great thing going in this ministry, and we are so glad that you would like to be a part of it!

The Welcome and Next Steps Teams are some of the first people that guests see and experience when they come to gracelife for a service or event. We are typically the ones that provide the first impression of our church experience.

The bottom line is we want to do everything we possibly can to ensure that our guests and regular attendees have an excellent weekend service experience. That includes Next Steps!

There will always be a Welcome Team "Service Team Leader" scheduled for each service. The Service Team Leader for that service will meet you in the annex to show you how to print your nametag and walk you through the process. Feel free to reach out to the leader with any questions or assistance needed during your serve time. They are happy to help.

Cindy Barbee is the Welcome and Next Steps Team Coach. Ellen Baker is our scheduling coordinator. You will see messages from her in the Slack app and Planning

Center scheduling system. If you need assistance with either of them or if you have any scheduling conflicts please reach out to myself or Ellen.