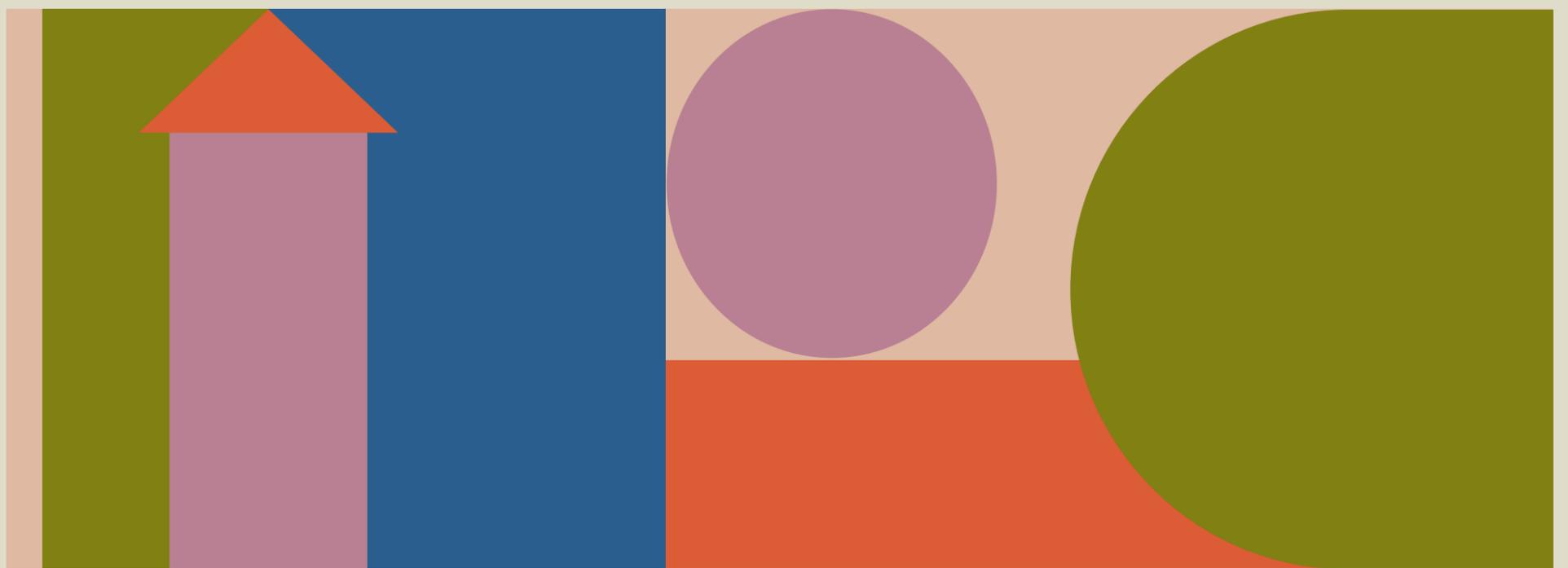


Equip

MANUAL



AUDITORIUM HOST

Auditorium
HOST

Section I

KEYSTONE
MISSION, VISION
AND VALUES

Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days." (Matthew 28:19-20, NLT)

Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

3. We Sing Loud

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

4. We're in This Together

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

5. We Always Bring our Best

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

6. We Are Serious About Having Fun

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

7. Passion Drives Us

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)

Auditorium
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Section 2

TEAM MINISTRY STANDARDS

Part One: General Expectations
and Behaviors

Part Two: Age and Background
Check Requirements

Part Three: Team
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God's call to love God, love people, and serve God's Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. For teams that require Servant Leaders to be in position for an entire service, these Servant Leaders serve at a separate service from the one they attend in the Auditorium.

Servant Leader Safety Considerations

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person's integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

Weekly Communication and Preparation

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team's leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app. Please promptly respond to these schedule requests (Accept or Decline) when they are sent each week.

Dress Code

Each Servant Leader will receive a magnetic Keystone Church badge that should be worn at all times while serving on the campus. A modest dress code is required. A helpful question to ask oneself is, "Could I bend over or sit on the floor without revealing anything?"

Arrival and Departure

The arrival time for Servant Leaders is normally 45 minutes before the service start time, or immediately after the service they attend. This allows time for parents to check-in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend their Keystone Kids programming while their parent is serving.

Upon arrival, all Servant Leaders should immediately connect with their Service Lead and will be dismissed by the Service Lead at the end of the service. Below is a sample timeline of what your experience may look like during a normal service while serving on this team.

45 minute prior to service	Arrival, check in and drop off kids ages birth to 6th grade.
30 minutes prior to service	Join the Team Huddle led by Staff or Service Lead.
25 minutes prior to service	Servant Leaders are in place.
Service begins.	
20 minutes after service start time	Servant Leaders are released to attend service. This time can fluctuate depending on foot traffic of people arriving.
Immediately after service	Servant Leaders reset the Auditorium for the following service.

Cell Phone Usage

Cell phones are to be used for assigned ministry use only. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

Transferring or Stepping Down

Please give your team’s leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If you are interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

Part Two: Age and Background Check Requirements

Servant Leaders on the Auditorium Host Team must be at least 18 years old. Background Checks are required for all Servant Leaders serving on the Auditorium Host Team.

Part Three: Auditorium Host Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. The Auditorium Host Team creates an easy experience for those attending service to have a designated place to sit in service.

1. **Efficient.** Lead people to quickly, strategically, and safely be seated.

- Arrive on time and be prepared to receive guests.
- Be familiar with all policies and procedures such as:
 - How to interact with families attending service with their child(ren)
 - Seating guest pastors and/or speakers and their families
- Work together and communicate with others on the team to create smooth experiences.

2. **Warm.** Bring and convey a welcoming and friendly presence, as we invite people to experience God and the Keystone family.

- Communicate a warm and friendly attitude through words, actions, and body language. This looks like smiling, uncrossed arms, and friendly eye contact.
- Greet each guest with a welcoming phrase. Such as:
 - “Welcome to Keystone!”
 - “We’re so glad you are here!”
 - “How many people do you have with you today?”

3. **Professional.** We bring our best with personal presence, conversations, and attitudes.

- Be attentive. Keep your hands free. Don't hold your coffee and refrain from using your phone.
- Conduct an approachable and professional presence through warm and friendly facial expressions, positive energy, and appropriate body language.
- Be familiar with the Servant Leader dress code.

4. **Safe.** Create a safe experience for everyone seated in the auditorium.

- Be familiar with all emergency procedures.
 - Where are emergency exits? Where are fire extinguishers?
 - Is there a designated Safety Team Servant Leader in service?
- Coordinate with the Safety Team for circumstances requiring attention (i.e., medical emergencies or first aid kit, inclement weather, suspicious person, receiving and securing the offering).
- Maintain a high-level awareness of your surroundings throughout the Auditorium. If you see something suspicious, say something. If you are not confident in a safety policy, ask your Service Lead.

5. **Confident.** Present yourself in a positive and confident manner in the way you dress and how you communicate.

- Act with clarity and certainty.
- Convey a calm and confident attitude. Bring peace (not panic) to high pressure moments and situations.
- Be open to receiving coaching from your Team Lead or Service Lead.

6. **Aware.** Create a distraction-free opportunity for guests to encounter God by always being mindful of the environment of worship.

- Be aware of the flow of worship experience or event. Limit interruptions during prayer times or ministry moments, and be mindful of flashlights volume level when talking.
- Know where the open seats are for guests who arrive after service has already begun.
- To help facilitate a distraction-free experience, Staff or a Service Coordinator will specify to the team when to open and close doors.
- Always be observant and engaged in your assigned area.
- Understand that last minute changes require flexibility. Anticipate and follow changes in the direction of the service/event.

Part Four: Auditorium Host Position Descriptions

Auditorium Host Team Lead

The Auditorium Host Team Lead is responsible for leading team members by caring for and encouraging spiritual health as they are equipped to serve at Keystone Church. The Auditorium Host Team Lead will monitor the weekly schedule with the Auditorium Host Service Lead to ensure that necessary positions are filled. The Auditorium Host Team Leader is responsible for all training for new Servant Leaders. The Auditorium Host Team Lead reports directly to staff and is to oversee the Servant Leaders to ensure the safe and efficient operation of the Auditorium Host Team.

Auditorium Host Service Lead

The Auditorium Host Team Service Lead reports directly to the Auditorium Host Team Lead. The Auditorium Host Service Lead is responsible for guiding Servant Leaders during their assigned service hour spiritually and procedurally. The Auditorium Host Team Service Lead will monitor weekly schedules and make sure all necessary positions are filled. The Auditorium Host Team Service Lead is responsible for their team carrying out all tasks during their service hour.

Auditorium Host Servant Leader

The Auditorium Host Team Servant Leader is responsible for following all processes and procedures for the Host Team. The Auditorium Host Team Servant Leader is responsible for responding to weekly schedule requests and communicating with their Service Lead.

Auditorium Family Host

The Auditorium Family Host is available to assist parents if their child becomes disruptive during the service. The Auditorium Family Host will kindly direct the parents to the Family Room to continue experiencing the service, or host them to a Kids Check-In station to help them utilize the Keystone Kids experiences.

Auditorium

HOST

Section 3

PROCEDURES

Part One: Seating the
Auditorium

Part Two: Family Host

Part Three: Additional
Important Information

Part One: Seating the Auditorium

Pre-Service Responsibilities

Prior to service, the Auditorium Host Team will go over any specific details or special moments occurring during the service. During this time, the Auditorium Host inspects the auditorium and makes sure it is ready to receive people for the upcoming service (chairs in proper position, connection cards available, trash picked up). The Auditorium Host Team opens the doors prior to service and greets every person entering. Having an awareness of the room, the Auditorium Host welcomes and seats guests in the best available seat (close to the front of the room, accommodations for handicap guests, where to seat families with children, etc.).

Servant Leaders on the Auditorium Host Team must also be mindful of any specific direction or strategy for seating.

- Fill the front row in the center section first.
- Where/how to save seats for staff and special guests.
- Keep a running awareness of where empty seats or saved seats are so as to efficiently manage the seating capacity of the room.

During Service Responsibilities

Once service has started, the Auditorium Host Team continues to seat the room efficiently while managing the available seating capacity. Often the house lighting in the auditorium will not be on during the service. Auditorium Host Team Servant Leaders will carry red LED flashlights to assist guests as needed, being mindful not to distract those already seated.

During service, Auditorium Hosts should communicate with each other regarding available seating. Auditorium Hosts should be aware of the following scenarios (but not limited to) and be prepared with appropriate responses.

- If guests are seated and watching a video on stage, the Auditorium Host Team is still.

- If someone is on stage sharing announcements or facilitating offering, the Auditorium Host will follow the direction of leadership in a discreet and efficient manner (limit noise and conversation).
- If the Pastor is leading people through a ministry moment (i.e., prayer or communion), the Auditorium Hosts will limit movement, flashlights and conversations.

Auditorium Hosts will efficiently seat the front and front-middle sections of the room first, leaving the sections in the back and side for late arrivals. This limits distractions to those already seated.

The Auditorium Host Team is also actively hosting during the service and responding to common needs during the service. This includes cleaning up spills, seating late arrivals in the back, or re-seating guests who are returning to service. At the designated time, the Auditorium Host Team facilitates the process to receive tithes and offerings from those in the auditorium. Tithes and offerings are collected, consolidated and deposited into a safe. This process is overseen by the hired police officer and at least two Servant Leaders on the Auditorium Host Team.

Post-Service Responsibilities

Once the service has concluded, the Auditorium Host Team resets the auditorium. This includes picking up trash, straightening chairs, following any safety or cleaning processes, and coordinating with other Key Teams to ensure special elements are set for the following service.

Part Two: Family Host

The Family Host is responsible for seating families during the weekend services. This role actively looks to connect with and host families who are attending service with their young children.

Pre-Service Responsibilities

The Family Host Servant Leader actively looks for families attending service and makes a quick and friendly introduction. The Family Host also gives the family a card welcoming them to Keystone and letting them know about the Kids experiences available during the service.

During Service Responsibilities

Should a child become disruptive during the service, the Family Host will personally engage with the family and kindly guide them from the service into the lobby. From there, the family has the option to be seated in the Family Room or check their child into the available Kids experiences. The Family Host will personally escort the family to one of these two destinations.

Post-Service Responsibilities

After service, the Family Host can connect with the family to maintain a warm and welcoming spirit for their experience with Keystone and let them know we are glad they attended worship that day. The Family Host may also debrief any conversations or interactions with either the Auditorium Host Team Service Lead or the appropriate Ministry Staff member.

Part Three: Additional Important Information

Servant Leader Childcare

Servant Leaders on the Auditorium Host Team are encouraged to utilize the Keystone Kids programming while they are serving. If you have a question about what is available for your kids when serving, ask an Auditorium Host Team or Service Lead, or the Ministry Staff member over the Auditorium Host Team.

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