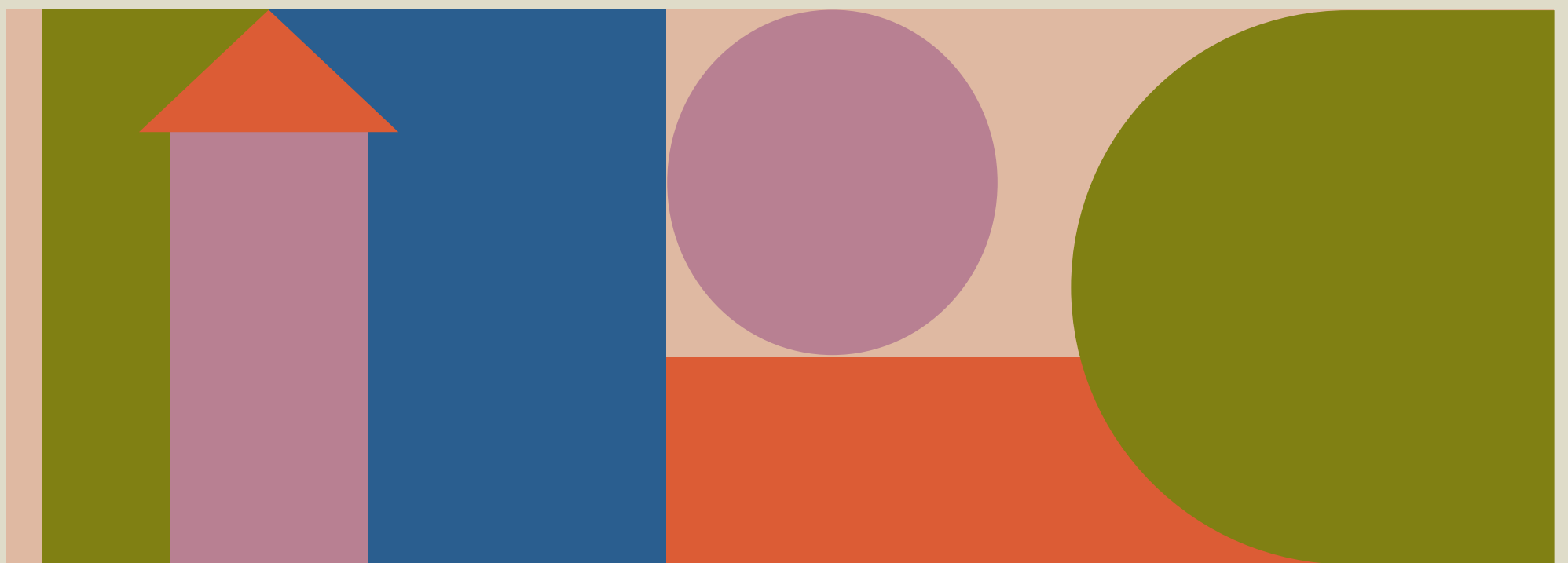


Equip

MANUAL



BACKSTAGE HOST

Backstage
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)

Backstage
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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, and will include any applicable arrival and rehearsal times. Please promptly respond to the schedule requests (by choosing Accept or Decline) when they are sent.

Arrival and Departure

The arrival time for Servant Leaders will be included in the schedule request in Planning Center. Make note of this time when you are scheduled to serve, as arrival time or rehearsal times may vary. When you arrive, begin with the pre-service procedures. Do not leave until all end-of-service procedures have been completed.

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 the Servant Leader is 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 this team must be invited by Staff or Leadership, and must be at least 18 years old. Background Checks are required for all Servant Leaders serving on the Backstage Host team.

Part Three: Backstage 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 Backstage Host team facilitates and promotes a calm and organized environment for the Pastor, Worship Leaders, and guest speakers.

I. Helpful. We value hard work by doing everything with excellence.

- Work together to provide solutions to unexpected needs, which may include removing spills or stains from clothing or going to a store for supplies (i.e., medicine, sermon illustrations, etc.).
- Be proactive while serving and anticipate the needs of the speaker and worship team.
- Be knowledgeable of where supplies are kept and when they need to be replenished.

2. Hospitality. Have a heart of service to allow the speaker to teach the Word of God and for their potential on stage to be unlocked to point others to Jesus.

- Serve with excellence in all you do such as providing a clean and organized environment.
- Prepare and present food and drinks in an organized and presentable manner.

3. Aware. Understand the priorities of the person you are serving. Be aware of their needs and be ready to care for them. Convey a calm and confident attitude and bring peace to all you do.

- Be knowledgeable of the event schedule and/or flow of service. Have notes, water, or the iPad ready to be placed on the podium for the speaker.
- Pick the appropriate moment to give feedback or ask questions.
- Limit conversation to things pertaining to the event or service. This is not the time for personal ministry.
- If the Pastor or guest speaker is in a private conversation, don't interrupt. Act as a gatekeeper for conversations and personal space.

4. Trustworthy. Commit to preserve and protect the unity of Keystone Church.

- Do not broadcast things seen backstage.
- Conversations heard in confidence should be kept in confidence.
- Be understanding of, and give grace for, personal behaviors you observe in private moments backstage.

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

- Have positive energy and professional presence. Be warm and friendly, with kind facial expressions and attitude.
- Be approachable, attentive, and engaging with your body language.

6. **Honor.** Help unlock the potential of people on stage through a genuine heart of respect for those you are serving.

- Address pastors, guests, and speakers with the appropriate titles (ie., Dr., Pastor, Bishop, Miss). If you are not sure how to address these people, ask Staff.
- Demonstrate respect and honor for those you are serving. Remind the Pastor of names and titles of other guests who may be attending.
- Honor special guests and personal relationships of those attending on behalf of the Pastor.

Part Four: Backstage Host Position Descriptions

Pastoral Host

Pastoral Hosts play a significant role in demonstrating hospitality to the Pastor and other guest speakers during worship services at Keystone. Before, during, and after the worship service experience, the Pastoral Host will follow the related procedures to support and care for the needs of the Pastor or guest speakers.

Band Host

Band Hosts play a significant role in demonstrating hospitality to the Worship Leaders and other musicians during worship services at Keystone. Before, during, and after the worship service experience, the Band Host will follow the related procedures to support and care for the needs of the Worship Leader and musicians.

Backstage
HOST

Section 3

PROCEDURES

Part One: Pre-Service
Procedures

Part Two: in-Service Procedures

Part Three: Post-Service
Procedures

Part One: Pre-Service Procedures

Communication Preparation

Upon arrival, retrieve the designated communication device. Band Host will connect with Backstage Manager and Worship Leader if there are any questions or needs. Pastoral Host will connect with Speaker regarding any questions or needs.

Green Room Preparation

Band Host will prepare coffee and hot tea according to instructions posted by the coffee maker. Check with the Worship Leader for any drink needs. Fill all water containers with fresh water. Pastoral Host will prepare drinks for Speaker and make sure green room is clean, organized and ready for the Speaker.

Dress Code

Arrive dressed in modest, dark clothing, soft soled shoes, and pants. All clothing must be solid or with subtle prints.

Part Two: in-Service Procedures

Servant Leader Attendance

Band Host will take attendance of all Servant Leaders who are serving on the Worship and Backstage Teams.

Resetting the Green Room

Once the speaker is on stage, begin resetting the Green Room by putting used mugs in the kitchen, picking up trash and tidying the area.

End of Service Preparation

Near the end of service, the Pastoral Host will prepare a fresh hot or cold drink for the Speaker. Follow instructions posted by the coffee maker.

Part Three: Post-Service Procedures

Assisting the Speaker Backstage or in Common Areas

When the service has concluded, the Pastoral Host will follow the Pastor and/or Guest Speaker's lead as it relates to whether he or she prefers to stay in the backstage area or whether he or she plans to mingle with others in the Lobby or Great Hall. If the Speaker plans to leave the backstage area of the building, stay in close proximity at all times. Help the Speaker be aware of the timing for additional services by reminding him or her of when it is time to go back to the Green Room.

While in the Lobby or Great Hall, give the Speaker freedom to meet people and engage in conversations. Remain close enough for him or her to get your attention if they have a question or if they need assistance. Also be mindful of guests who appear to be holding on to the speaker's attention longer than he or she would prefer. Be ready to intervene if necessary, by stepping in and kindly asking for the Pastor and/or Guest Speaker's assistance.

Restocking Supplies

The Band Host will restock the backstage refrigerator with drinks. Be familiar where all supplies are stored and make a note of which items need to be replenished.

Resetting the Green Room After all Services

After each service, the Band Host will remove all trash, put dirty dishes and mugs in the kitchen to be cleaned, and tidy the area. The Pastoral Host will remove all trash and clean the Pastoral Green Room area.

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KEYSTONE APP
SCAN HERE

