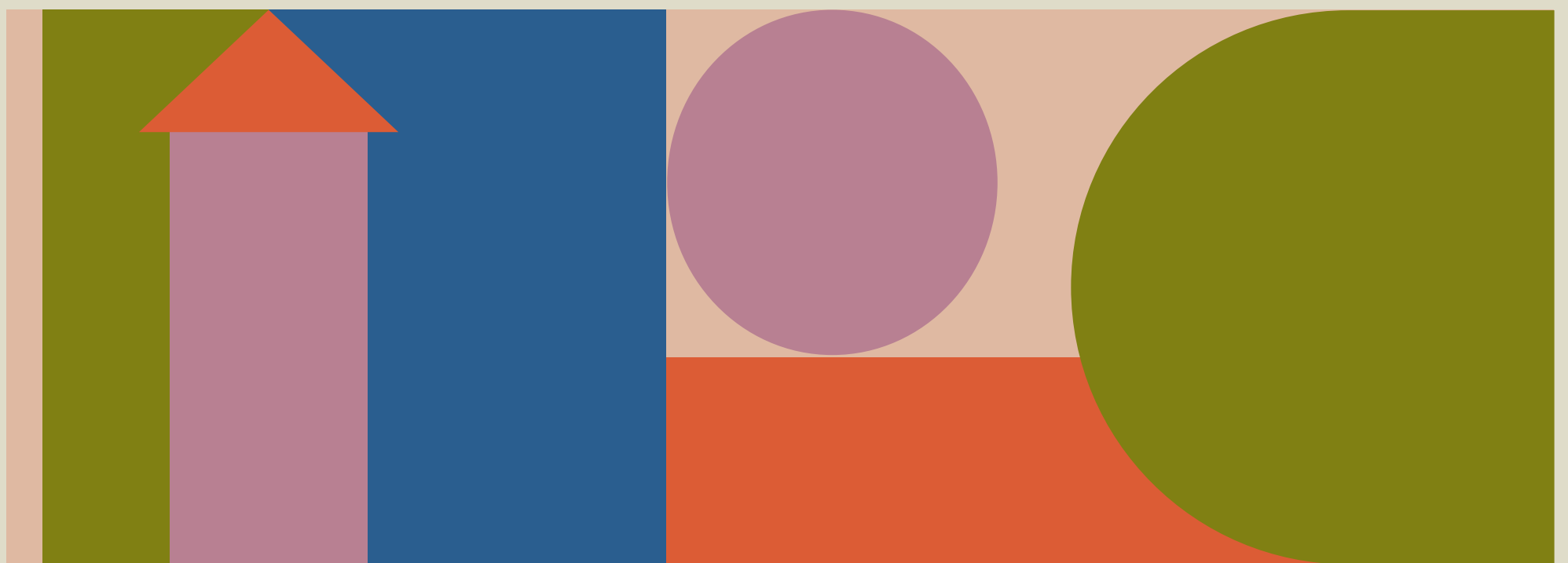


Equip

MANUAL



VIP
STUDENT SUPPORT

VIP

STUDENT SUPPORT

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)

VIP

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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. Serving on Wednesday nights should not replace your regular attendance of the weekend worship services at Keystone.

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 student (who is not your own) without another unrelated adult present. Do not enter a closed-door room alone with another 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 the 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.

Arrival and Departure

The arrival time for Servant Leaders is normally 45 minutes before the service start time. 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 a childcare experience while their parent is serving. Upon arrival, all Servant Leaders should immediately connect with their Team Lead and will be dismissed by the Team Lead at the end of the service. The departure time may vary depending on special elements that may occur during the Wednesday night experience.

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 all Student Support teams must be at least 18 years old. Background Checks are required for all adult Servant Leaders serving on all Keystone Student teams.

Part Three: VIP 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 VIP Team rolls out the red carpet to welcome guests and opens the way for them to encounter God.

1. Engaging. Engage and serve the students and parents you encounter in order to create an exceptional first-time experience.

- Smile and make eye contact with guests as they arrive.
- Practice good listening, and be prepared with open-ended questions to keep the conversation going.
- Exude positive and friendly body language like standing up straight, smiling, and staying focused on the guest.

2. Knowledgeable. Be ready to share the best next step for students, in order to get them connected to their CREW Leaders quickly.

- Be knowledgeable of how to get students entered into the church database, and get them checked in if possible.
- If appropriate, walk with them to introduce their CREW Leaders.
- Assist guests by familiarizing them with the layout of the building (especially bathrooms.)

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

- Be attentive. Keep your hands free. Refrain from using your phone.
- Serve with positive energy and professional presence through warm and friendly facial expressions and approachable body language.
- Be familiar with the Servant Leader dress code.

4. Hospitable. With a heart of humility and hospitality, greet and serve all students so they can encounter God.

- Empathize with others and their unique situations (i.e., those who are new to church, etc.).
- Anticipate the needs, feelings, or questions a guest might have during their first time attending our church. For example, if a first-time student is anxious about checking in, be prepared to connect her with a CREW Leader, and use a kind, calm tone in your conversation.
- Connect with students through intentional conversation.
 - “Is there anything I can help you find?”
 - “How did you hear about Keystone?”
- Manage everything while getting them into the service quickly. This is the ultimate win!

Part Four: VIP Team Position Descriptions

VIP Team Lead

The VIP 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 VIP Team Lead will monitor the weekly schedule with the VIP Team Lead to ensure that necessary positions are filled. The VIP Team Leader is responsible for all training for new Servant Leaders. The VIP Team Lead reports directly to staff and is to oversee the Servant Leaders to ensure the safe, effective and efficient operation of the VIP Team.

VIP Team Servant Leader

The VIP Team Servant Leader provides a warm and contagious hospitable spirit as they engage with guests on the Keystone Church campus. The VIP Team Servant Leader is responsible for following all processes and procedures, responding to weekly schedule requests, and communicating with their Team Lead.

Lobby Connector

When a student attends for the first time, and they are arriving alone, the Lobby Connector will host the student. The Lobby Connector is responsible for hosting a first time student to their CREW Leader or student in the same grade.

VIP

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Section 3

PROCEDURES

Part One: Support Team Arrival
and Preparation

Part Two: Hosting First Time
Guests

Part Three: Talking Points and
Other Information

Part One: Support Team Arrival and Preparation

Parking and Entry

For all Keystone Students services and events, all Servant Leaders will park in the East Lot. Please enter the campus from the East entrance. Servant Leaders will check-in and receive a name-tag which should be worn at all times while serving on campus.

Servant Leader Childcare

Children ages birth to 6th grade should attend a childcare experience while their parent is serving. Parents should walk with their children to the Keystone Kids Check-In area where Kids staff will check-in your child and direct you to drop off your child at the correct location.

Team Huddle

On most weeks, all Support Teams will huddle together in the Life Lab before services begin. This time will be listed on your Planning Center schedule request. Please arrive with enough time to park and check in your children (if needed) before this huddle begins.

Part Two: Hosting First Time Guest Students

Meeting Students Who Are New to Keystone

Most VIP Servant Leaders will be positioned at the strategic First Time Guest areas near the entrances to the building. These areas may be on the lower level porch, and/or just inside the Great Hall or West Lobby entrances. These areas will be resourced with devices for registering and checking in students and First Time Guest gifts.

First Time Guest students may approach these areas with friends, with a parent, by themselves, or at the direction of another Servant Leader. In any case, warmly greet each guest and welcome them to Keystone. Students who are new must be registered at a VIP area, instead of checking in at a check-in station.

Registering First Time Guest Students

Use a tablet at the VIP area to register students. The browser on the tablet devices will be open to a First Time Guest webform, which asks basic information about the student. Give the tablet to the student and allow him or her to complete the form with their own information. Once they have submitted the form, use the check-in station at the VIP area to check-in the student and print their name tag. Be sure to also give the student a gift and allow them to ask any questions they may have.

If the student is attending with one or more friends who are not First Time Guests, you may also check in all of these students at the VIP area as well. Normally, the group of students will then enter the building together as a group.

If the guest student is not attending with friends or if they have approached the VIP area with a parent, introduce the student to a Lobby Connector. This Servant Leader will lead the student to a CREW Leader in their grade. Lobby Connectors should have a thorough knowledge of which Group Leaders lead each grade. The Lobby Connector should introduce the First Time Guest student to a CREW Leader, and then go back to the VIP area to assist other First Time Guests.

Part Three: Talking Points and Other Information

Talking With First Time Students

The primary goal for the VIP Team is to quickly and efficiently connect the First Time Guest student to their CREW Leader and small group. Connecting with students through intentional questions can create engaging conversations while you are facilitating the above procedures.

When meeting a First Time Guest student, always begin by introducing yourself. Ask open ended questions that are relatable for most students.

- “How did you hear about Keystone? Do you know anyone else here?”
- “What school do you go to?”
- “What types of things are you into?”

First Time Student Lobby Connector

The First Time Student Lobby Connector will host a student to a CREW Leader or dedicated student from their CREW. It is important to know CREW Leaders faces and names to introduce the new student and leader.

Parents Attending With Students

Parents are welcome to view a student service. VIP Servant Leaders should give these adults a “Guest” Lanyard. Then, ask the guest adult to wait near the VIP area and alert a Support Team leader who will host the adult during the lobby time before service. Once the students have begun entering the Auditorium, the host will guide the parents to a dedicated area inside the room.

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