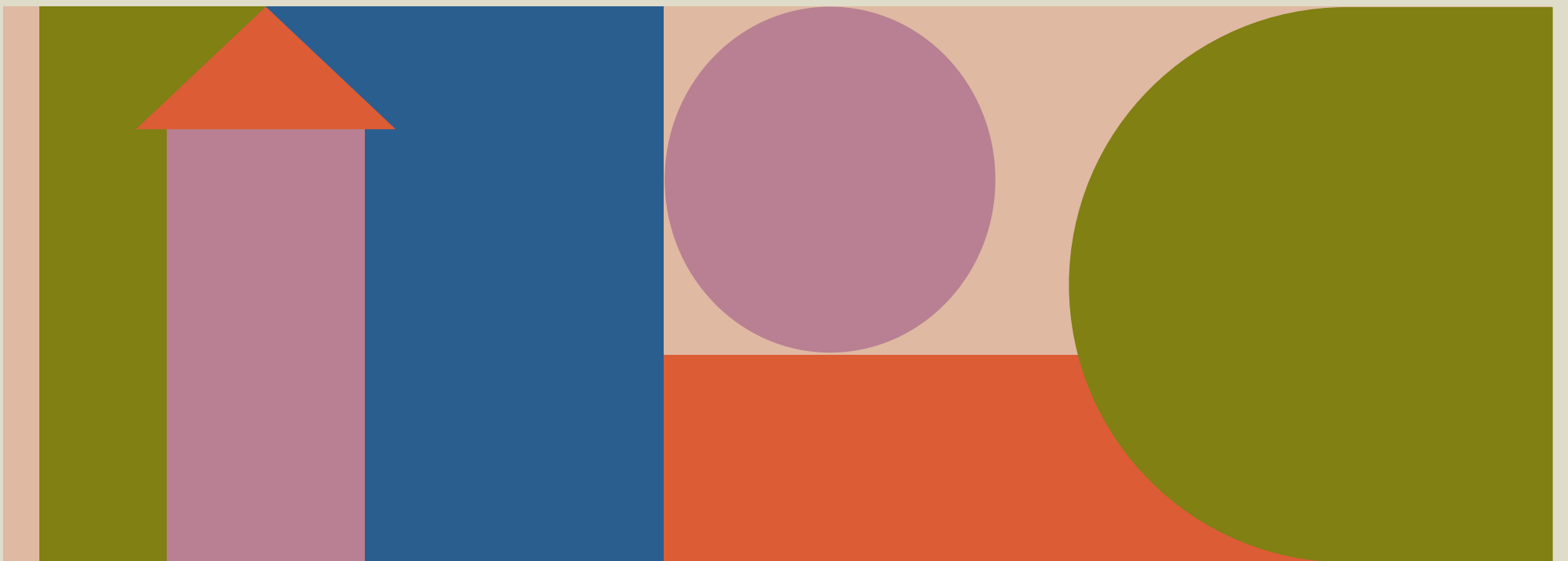


Equip

MANUAL



VIP TEAM

VIP

TEAM

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

TEAM

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 these 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	
15 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 return to their positions for dismissal roles.

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

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 guests 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 guests, no matter how they are interested in being part of the Keystone family.

- Be knowledgeable of events and connection opportunities available at Keystone Church.
 - Upcoming *Keystone Unlocked* classes, and how to register.
 - How to find and join Key Groups. Know the answers to commonly asked questions and other basic information (i.e., "How long has Keystone been around?").
- Assist first-time guests by familiarizing them with the layout of the building (especially bathrooms.)
- When asked questions about specific Keystone Kids ministry procedures, redirect the question to a Keystone Kids Servant Leader or Staff.

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.
- 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 guests so they can encounter God.

- Empathize with others and their unique situations (i.e., those who are new to church, anxious parents, etc.).
- Anticipate the needs, feelings, or questions a guest might have during their first time attending our church.
 - For example, if a first-time mom is anxious about checking in her Kids, be prepared to connect her with a Kids Team Leader, and use a kind, calm tone in your conversation.
- Connect with guests through intentional conversation.
 - “Is there anything I can help you find?”
 - “How did you hear about Keystone Church?”
- 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 Service 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 Service Lead

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

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 Service Lead.

VIP

TEAM

Section 3

PROCEDURES

Part One: VIP Parking

Part Two: Great Hall

Part Three: Red Carpet (East Lobby and West Lobby)

Part Four: Talking Points and Important Information

Part Five: Additional Important Information

Part One: VIP Parking

Overview

The VIP Parking Team Servant Leader positioned in the Parking Lot is the first personal interaction a guest will have with our church on the weekend. Signage will be posted in parking lot entrances to instruct first time guests on parking procedures (i.e., turn on hazard lights). Guests will be guided and safely parked in the designated VIP Parking spaces. The VIP Parking Team greets each guest as they exit their vehicles following the guidelines below.

Pre-Service Responsibilities

Guests often arrive early, especially for special occasions like Christmas, Easter and Mother's Day weekends. VIP Parking Team Servant Leaders need to be in their assigned position and ready to greet and welcome guests arriving on the Keystone Church campus 30 minutes prior to the start of service. VIP Team Servant Leaders need to account for the time it takes to check in their children, pick up the Servant Leader lanyard and receive instructions from the Team Lead in order to be in position at the required time.

VIP Parking Team Servant Leaders warmly greet guests with friendly body language such as waves and smiles. Once guests have fully exited their vehicle, greet them with a welcoming phrase (i.e., "Good morning. Welcome to Keystone Church?"). Be intentional with your conversations with first time guests. Great questions to use are, "Is church a new thing for you?", "How did you hear about us?", or "Do you live nearby?".

Escort the first time guests into the building through the Plaza into the Great Hall. At this point, the VIP Team Parking Team Servant Leader will connect the guests with a VIP Servant Leader. Introduce guests to the VIP Servant Leader and then return back to the VIP Parking Lot ready to serve and welcome additional guests.

Post-Service Responsibilities

After services, return to the VIP Parking Lot and be in position to receive any guests who may be arriving for the following service. There will be a brief overlap between the teams for each service. Use this time to go over any parking needs that may have arisen and host any guests who have arrived early. If it is the last service of the day, go to the Red Carpet in the West Lobby and be prepared to receive guests as they exit service.

Part Two: Great Hall

Pre-Service Responsibilities

VIP Team Servant Leaders positioned in the Great Hall will connect with guests walking in with a VIP Parking Servant Leader from the Plaza. When a VIP Parking Servant Leader escorts a guest to you, make eye contact, introduce yourself and ask their names.

Escort a family with children to the East Lobby to a Kids Check-In Station. Begin check in with the youngest member of the family and work towards the oldest. In the Kids Check-In area, an Experience Host or Kids Check-In Coordinator will help facilitate this process. Once the guest family has connected with a Kids Ministry Servant Leader, return to your designated position in the Great Hall.

Post-Service Responsibilities

Once service has ended, return to the Great Hall and be ready to receive any guests who may be arriving for the following service. There will be a brief overlap between the teams for each service. Use this time to go over any issues that may have arisen and host any guests who have arrived early. If it is the last service of the day, go to the Red Carpet in the West Lobby and be prepared to receive guests as they exit service.

Part Three: Red Carpet (East Lobby and West Lobby)

Pre-Service Responsibilities

VIP Servant Leaders positioned in the West Lobby host a “red carpet experience” for first-time guests. Guests may approach the red carpet before service or will be escorted by a VIP Servant Leader from the Great Hall. VIP Team Servant Leaders need to be in position 30 minutes prior to service to welcome and engage with guests.

VIP Team Servant Leaders need to be looking for potential first-time guests who are by themselves. Use intentional phrasing such as, “I don’t know if we’ve met yet. My name is ____” and wait for an introduction. Typically, most first-time guests will introduce themselves and let you know they are attending Keystone Church for the first time.

The Red Carpet is a great place to answer questions about Keystone Church, connect them with Key Groups and inform them of upcoming special events (i.e., Keystone Unlocked, how to join a Key Group, Student events). Anticipate questions a first-time guest might ask such as, “Where are the restrooms?” or, “How long is the service?”.

If there is time before the service starts, please ask guests to fill out a Connection Card or to text, “HELLO” for their free gift. If service has already started, keep your conversation brief so you can lead them into the Auditorium.

Post-Service Responsibilities

Once the service has ended, guests will come to the Red Carpet to receive their gift. The Red Carpet is a great place to answer questions about Keystone Church, connect them with Key Groups and inform them of upcoming special events (i.e., Keystone Unlocked, how to join a Key Group, Student events). Anticipate questions a first-time guest might ask such as, “Where are the restrooms?” or, “How long is the service?”.

Part Four: Talking Points and Important Information

Overview of Talking Points

Connecting with guests through intentional questions can create engaging conversations and allow someone to discover all that God has for them at Keystone Church. Below are some talking points to get those interactions started.

Talking With Guests on the Red Carpet

In these scenarios, the prospective guest is most-often approaching and self-identifying themselves as a first-time guest. Always begin by introducing yourself, whether you assume they are a guest or not. “Hi, my name is _____” and wait for the other person to respond.

- “How did you hear about Keystone Church?”
- “Is church a new thing for you?”
- If this is after service, “What did you enjoy about the worship experience?”

Many of these questions are designed to open up the conversation in order for connection. Pay attention to body language, or other non-verbal communication cues, such as tone, eye contact and general demeanor.

- If someone is excited and talkative, find a point of interest to help them further connect with Keystone, or share with them some of your personal points of connection (i.e., Holiday Dinner, attending a Key Group.).
- If someone is quiet or more reserved, maintain a warm presence and friendly tone, not forcing the conversation.
- When talking to a family with children, be mindful that they may also be thinking about their kids in that moment. Make conversation with them as long as they are able, and “read the moment” if your connection needs to come to a conclusion quicker.

At the Red Carpet, guests also have the opportunity to fill out a Connection Card and receive a gift (i.e., a t-shirt, Soul Search book, some other seasonal item). This interaction is a gesture of hospitality. Whether someone is ready to fill out a Connection Card or not, still offer them the gift. Consider the following talking points to facilitate that moment:

- “We’d love to stay connected with you. Do you have a moment to fill out a Connection Card?”
- “Did you already receive your gift? It’s our way of saying, ‘Thank you’ for being our guest today.”

Talking With Guests in the Great Hall, Lobbies or Parking Lots

When talking with guests in the Great Hall, Lobbies or Parking lots, you may not know if someone is a first-time guest or not. It’s possible someone is attending a different service and you have not met. Always begin by introducing yourself, whether you think they are a guest or not. “Hi, my name is _____. I don’t think we’ve met yet...” and wait for the other person to respond.

- As they introduce themselves, a great follow up question is, “How long have you been coming to Keystone?”
- If you are talking with a first-time guest, refer to the talking points above in order to engage and connect.
- If you are meeting a regular Keystone attender, follow up with, “Nice to meet you! Is the ___ service your normal service?”.

When meeting guests prior to service, invite them to the Red Carpet after service has ended. Let them know you would love to reconnect after the service and give them a gift. The ultimate win is to greet the guest and get them into the auditorium to encounter God. Be mindful of the time and limit small-talk in the lobby before service. There is time after service for further connection and conversation.

If you are receiving a guest from the VIP Parking Team or a Kids Check In Host, warmly introduce yourself (“Hi, my name is _____.”). Do not always rely on an introduction from another Servant Leader, but be intentional about introducing yourself as a gesture of hospitality.

Part Five: Additional Important Information

Servant Leader Childcare

Servant Leaders on the VIP 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 a VIP Team or Service Lead, or the Ministry Staff member over the VIP Team.

Families With Kids and Students

VIP Servant Leaders will often host families with kids, so it's important to know general information about the various Kids Ministry classroom locations to help new families connected with Keystone Kids Ministry.

Children who are in 1st through 6th grades meet in the Rev Room on the weekends, located off of the East Lobby. Classrooms for infants through Kindergarten are located across from East Lobby in the Preschool areas. Encourage families with children to take advantage of Keystone's excellent weekend experience for their kids.

In the event a family asks about a specific Keystone Kids policy that you do not know, do not try to guess the answer or set a precedent in the moment to help or accommodate a family's request. Instead, defer to a Kids Check-In Servant Leader to help answer those questions. A simple response of, "That's a great question. Let's ask someone at the Kids Check-In area when we get there." or, "I am not 100% sure, so we'll ask someone on the Kids Team."

Keystone Students is for 7th through 12th grades and meets on Wednesday evenings at the Keystone Campus. Invite the students in the family to attend an upcoming Wednesday night student service or an upcoming student event. If possible, connect the family with someone on the Keystone Students Team. During weekend services, students should attend service in the Auditorium.

Opportunities for Guests To Connect

There are many great ways to be involved with the Keystone family. To communicate as clearly and consistently with first-time guests as possible, the two most common opportunities we can point them towards are attending Keystone: Unlocked and joining a Key Group. These ministries are built for connection.

Attending a Keystone: Unlocked class, guests will have the opportunity to join the spiritual family, get more involved with a Key Team or sign up for baptism. When guests join a Key Group, they will have the opportunity to build great relationships with other people who are a part of the Keystone family.

STAY CONNECTED

DOWNLOAD THE
KEYSTONE APP
SCAN HERE

