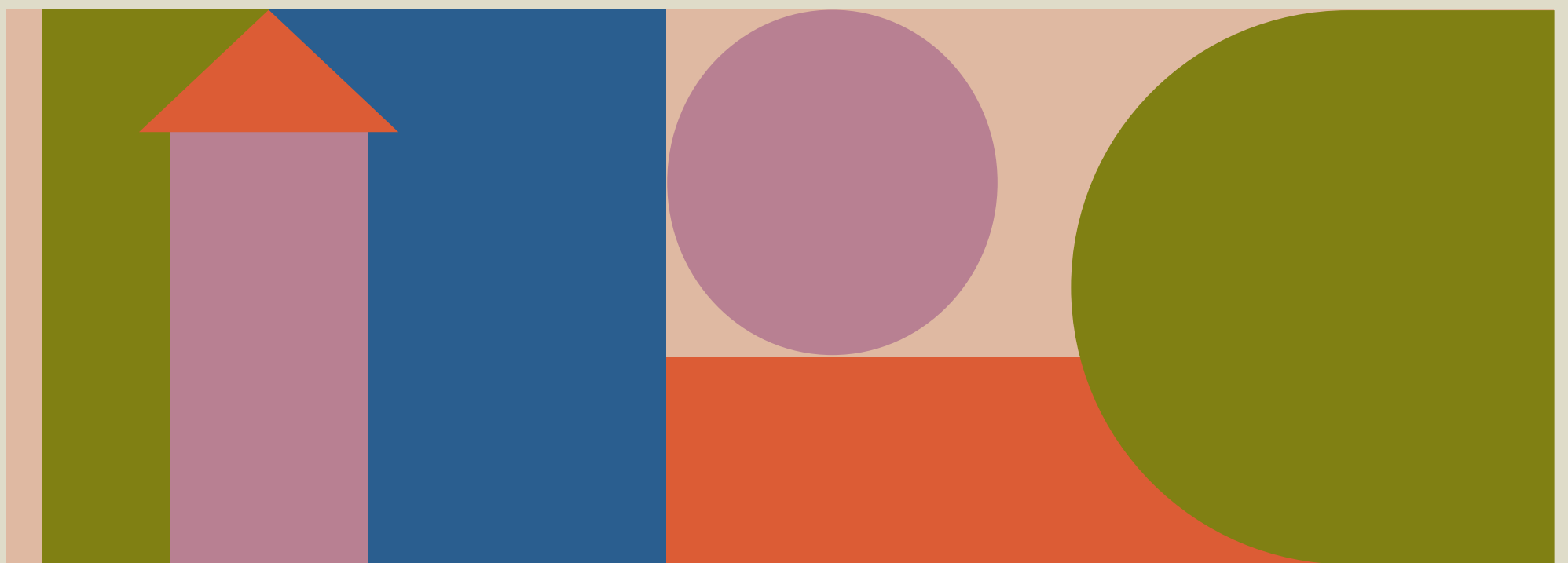


Equip

MANUAL



WELCOME TEAM

Welcome
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)

Welcome
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 Keystone Church lanyard 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 Welcome Team must be at least 18 years old. Background checks are required for all Servant Leaders serving on the Welcome Team.

Part Three: Welcome 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 Welcome Team creates an inviting environment in order for guests to experience a passionate life in Christ.

1. **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 means smiling, having uncrossed arms, and maintaining friendly eye contact.
- Use welcoming phrases such as:
 - “Welcome to Keystone Church!”
 - “We’re so glad you are here!”
 - “See you next week.”
- Bring a fun and cheerful attitude to all you do!

2. **Knowledgeable.** Welcome families in a friendly and confident manner.

- Be prepared with basic information and answers for commonly asked questions.
 - “Where do I check in my kids?”
 - “Where are the restrooms?”
 - “How/where do I register for events?”
 - “What time does the service start?”
- Be familiar with all policies and procedures related to the Welcome Team.
- Clearly communicate and answer questions.
- Work together and communicate with others on the team to create smooth experiences.

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

- Be attentive. Keep your hands free (i.e., don't hold your coffee and refrain from using your phone).
- Exude positive energy and professional presence through warm and friendly facial expressions and approachable body language.
- Be familiar with the Servant Leader dress code.

4. Engaging. We engage and serve the people we encounter in order to create an exceptional first time experience.

- Be fully present and engaged. Stay focused on people while serving. Limit conversations with friends and your children while you are serving.
- Connect with guests through intentional conversation.
 - “Is there anything I can help you find?”
 - “How did you hear about Keystone Church?”

Part Four: Welcome Team Position Descriptions

Welcome Team Lead

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

Welcome Team Service Lead

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

Welcome Team Servant Leader

For most guests, the first person with whom they interact at Keystone Church will be a Welcome Team Servant Leader. They provide a warm and contagious hospitable spirit as they engage with those on the Keystone Church campus. The Welcome Team warmly greets and welcomes everyone into the Keystone Church building. This can look like holding doors, hosting fun experiences (i.e., a donut wall, bounce houses, special elements related to a Christmas service, etc.), or simply greeting everyone with a smile. The Welcome Team Servant Leader is responsible for following all processes and procedures for the Welcome Team, responding to weekly schedule requests, and communicating with their Service Lead.

Welcome
TEAM

Section 3

PROCEDURES

Part One: Before and After
Services

Part One: Before and After Services

Servant Leader Childcare

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

Pre-Service Responsibilities

The Welcome Team warmly greets and welcomes everyone into the Keystone Church building! This can look like holding doors, hosting fun experiences (i.e., a donut wall, bounce houses, special elements related to a Christmas service, etc.), and simply greeting everyone with a smile. Before service, Servant Leaders will be stationed at the exterior doors of the campus in the following areas:

- East Lobby
- Great Hall
- West Lobby

As people arrive, open the doors, make eye contact, and greet them with a smile and some kind of welcoming phrase... “It’s good to see you!”, “Welcome to Keystone!”, “Good morning!”

Since the Welcome Team has the purpose of welcoming people to service, the pre-service responsibilities last as long as there is “foot traffic” of people coming into the building. This could be as early as 30 minutes before service starts, and as long as 10 or 15 minutes into the start of service. Once the flow of people arriving begins to lessen, the Service Lead will dismiss all Servant Leaders.

Post-Service Responsibilities

As people leave after service, Welcome Team Servant Leaders should be at the doors to greet them on the way out. Similar to pre-service responsibilities, this looks like exiting service or Servant Leader HQ early to be at a door before attenders, and serving until a Guest Services Leader (Service Lead/Coordinator, Staff Member) gives the “all-clear” for post-service teams.

This is the same expectation for Servant Leaders serving at a specific element -- donut wall, Groups sign-ups, a particular booth in a lobby or Great Hall. Arrival and dismissal time will be communicated by a Guest Services Team Lead in order to serve the people coming to these places before and after service.

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