

**P**ARKING   
**L**OT   
**U**SHERING   
**S**ERVICE

It's a  
**"Plus Team"**

*Adding more and more to God's Kingdom*

**Welcome to the team!**



## **SECTION 1:**

### **Welcome to the team!**

Thank you for joining the Parking Lot Ministry of Cathedral of Praise. We believe that you are an important part of our family and we look forward to serving together in the days ahead.

As a part of our team you are partnering with our guests who are investing in relationships and inviting their neighbors, relatives, and co-workers. As they finally get them to agree to visit our Church, maybe just once, they are entrusting you with this relationship. First impressions are powerful. You could be a vital part in their relationship with God.

It's not about crowd control. . . It's not about tasks. . . It's about reflecting the love of God through our service to others!

*"The essence of hospitality is a heart open to God, with room prepared for the guest of the Holy Spirit which welcomes the presence of Christ. This is what we share with those to whom we open our doors. **We give them CHRIST and think nothing of what we give of ourselves.**"* Karen B. Mains, From God's Words of life Devotional Bible.

### **Our Mission.**

**Work together to create an environment that is friendly, helpful and memorable for every guests.** We are dedicated to helping each guest enjoy the best possible Cathedral experience.

Our mission keywords are:

**FRIENDLY**

**HELPFUL**

**MEMORABLE**

Someone can be extremely "**Helpful**" and not be friendly, or be really "**Friendly**" and not be helpful. It is our mission to balance those two elements in all of our interactions to create the most **memorable** experience possible for our guests.

### **Our Methods.**

Over time our methods may change, but our mission remains constant. **Please take a few moments to commit it to memory.** It will be extremely helpful to you as you interact with our guests, team members and staff in the days to come.

**Thank you for serving!**

## **SECTION 2:**

### **Purpose**

Our purpose is to meet and greet our guests as they attend Cathedral of Praise events and to serve them in any way necessary. We work together to provide the best possible Cathedral experience to each guest. Remember our mission: **Work together to create an environment that is friendly, helpful and memorable for every guests.**

### **Requirements**

1. Keep your "home life" in order, as a Team Member it is important that you understand the example you set for our Church Family. Your life outside the Church should reflect Godly discipline and character.
2. Complete the team training and attend a "Team Orientation."
3. Submit to the leadership of your Team Captain and guidelines of the Team Guidebook.
4. Attend weekly team meeting prior to your service.
5. Be punctual for your team and find a replacement for those weeks you will be absent.
6. Keep our mission in mind in every interaction you have with Guests, staff and other team members.

### **Commitment**

Please take a moment to review these requirements. Your role is important and we appreciate your serious commitment to these requirements and the guidelines for your team!

## **SECTION 3:**

### **Team Structure**

The PLUS Ministry teams flow under the authority of Pastor B.H. Working under the Pastor, the PLUS Ministry Director and staff oversee each service Team Captain.

#### **Service Captain**

Responsible for scheduling and directing a service team. The Captain is also responsible for communicating changes and updates on a weekly basis, as well as building up leaders within the team to be assistant captains.

#### **Assistant Captain**

Shares in the responsibilities of the service captain and fills in for the captain when needed.

### **Communication**

Working behind the scenes, you may see or hear things that give you an idea for an area of ministry or create a question about Church policy. These **ideas and questions should always be directed to your Service Captain**. When communicating ideas and questions please keep in mind the overall picture of Cathedral of Praise. Even though certain ideas may be valid, Cathedral of Praise has a large number of ministries, and certain changes may not be possible.

#### **Conflict**

Every team is made up of people with different backgrounds. Please be understanding of these differences when dealing with the other members of your team. We will not tolerate strife and discord among our team members. **If a problem occurs inside the team, we ask that you inform your Team Captain IMMEDIATELY** and allow them to mediate the problem. Do not let resentment or grudges linger. Do not talk about others inappropriately. Do not allow team members to talk about others inappropriately. Deal with issues up front. Do not gossip. Thank you for keeping our teams free from strife!

#### **Respect**

We ask that you treat every member of your team with respect. We also ask that you be respectful to other Volunteer Teams and Cathedral Staff. **If there is a problem regarding an assignment or service policy, inform your Team Captain IMMEDIATELY**. Do not be pushy or demanding with another volunteer or staff member. **We are here to serve the Cathedral of Praise Family - Staff, volunteers and attendees alike!**

## **SECTION 4:**

### **Schedule and Absences**

#### **Schedule**

We ask that you commit to serve bi-weekly (2 Saturdays or 2 Sundays each month) as a PLUS Ministry Team member. There are certain exceptions to this policy and you should talk with your Service Captain if you have any problem working bi-weekly. Each team depends on the members to cover every area, please be faithful to communicate your individual scheduling needs with your Captain.

#### **Meetings**

Every week our teams meet 45 minutes prior to the service time they are working (i.e. 5:00 PM Saturday Service Team meets @ 4:15 PM). There are also individual training meetings and Department meetings throughout the year that you will need to attend as we plan for upcoming events. Please communicate with your Team Captain any time you will be unable to attend a meeting so that we can provide you with any information you may have missed.

#### **Absence**

There will be times when you will be unable to work, please communicate your absence with your Team Captain at least a week in advance. We also have a list of Team Members that have agreed to be alternates in case someone has to miss a week, we ask that you find a replacement for the weeks you will be gone. Because of the need for replacements from time to time, please try to fill in for others if you are available when they ask you. Each week we count on our entire team to make the services happen with excellence, please take your role seriously and be punctual for the team meetings each week.

## SECTION 5:

### General Guidelines

Serving on the PLUS Ministry team will be different every week. Different people will be impacted by your words and actions each service. Each week there will be new questions and new opportunities to help people. These General Guidelines will cover the regularly occurring duties and information.

### Dress Code

You will be supplied with current Host Team attire as you complete your training, please take care of these items and communicate with your team captain if you have any problems with keeping to our clothing schedule. Appearance is important, breath, hair, clothes and hands. Thank you for taking good care of your appearance as you interact with our guests each week!

### Positions

You will be responsible for a specific position when serving. Every position is unique and has very important duties. We know that certain people enjoy different positions, but it is important that we all work together no matter what position we are assigned on a given week. Every position is important and impacts our guests.

As you are assigned a position, please check the **Position Guide** and make sure you thoroughly understand your duties. If you have any questions please ask your Service Captain before leaving the team meeting.

### Welcoming

One of the most important interactions we have with our guests is when they walk up to the building. This brief encounter may set the whole mood for their Worship Experience. Please take this time seriously. Stay focused on serving our guests. Be aware of your words and body language. Smile, shake hands and verbally welcome as many people individually as possible.

Be aware of the people you interact with. **Actively look for people that may be visitors.** If you have the opportunity, serve visitors by offering your help in showing them around or answering questions. One of the best ways to communicate our heart quickly to a visitor is to tell them "My name is \_\_\_\_\_, if you need anything, I'll be right around here. Please let me know what I can do to help you!" Simply noticing a visitor will help them to feel the Love of God in a big Church environment.

Also, **try to remember people you may have seen before.** It might be the most encouraging thing to someone that you remember seeing him/her in weeks past. If you see someone on an ongoing basis, introduce yourself. "Hi, my name is \_\_\_\_\_, I've seen you around a few times. It's nice to actually meet you!" There is an incredible impact that recognition has on people. We all want to be recognized and appreciated. These brief encounters may be the very things that turn someone to God.

Although it may be busy at times, don't get so busy that you miss an opportunity to show God's Love to our guests.

## Position guide:

### 1. Main Entrance/Exit:

- a. Be Friendly! A smile and a wave go a LOOONG way, this position establishes everything else our guests will experience during their visit to Cathedral of Praise.
- b. Watch parking areas near your entrance to help avoid overfilling one area. Direct guests to specific parking if needed (your captain will help you determine if this is necessary.)
- c. During Exit- move exit lines evenly and as quickly as possible. The Police officers directing traffic on the main street will determine how fast we can exit our guests. So, be patient and REALLY friendly. Smile and wave. If you get a chance to talk with anyone, thank them for coming and let them know we are glad they were here!

### 2. Cross Walk/Sidewalk greeters:

- a. Be Friendly! Talk as much as you can without stopping the normal flow of traffic. Say "hello" and "welcome to church."
- b. Shake as many hands as you can, look people in the eye, give high fives, low fives, say "howdy"- Whatever fits your personality. **JUST BE HAPPY and LET IT SHOW!** People need to see by your words and actions that it really is okay to have fun at church!
- c. Do the same thing as our guests are on their way out of service. Thank them for coming and be aggressively friendly- without being rude! Try to look for people that you made a connection with before service and catch them again as they leave.
- d. If you are at a crosswalk that is not coned off, operate the crosswalk by alternating stopping cars and people to keep traffic flowing as smoothly as possible.

### 3. Exit lines:

- a. Be Friendly! Remember that last impressions can be just as powerful as first impressions. Wave and smile- go out of your way to make some form of contact with as many people as possible as they are leaving.
- b. Do your best to move exit lines evenly and quickly. Be patient and remember that you are not the reason there is a line. So even if a guest gets impatient- remain calm and help them exit as quickly as possible.
- c. In the case of conflict or a rude or impatient guest: Stay calm and let them know that you will **"get them out as quickly as you can."** If you need to stop traffic to let them go, that is fine. It is better to get them out of our lot quickly then to cause a scene by arguing with them, or trying to convince them to wait.
- d. If there is an unsafe person driving on our property, or if you encounter a rude person (or anything else that seems unsafe) please contact Security immediately. Let them handle any major conflict or confrontation. Your main responsibility is to be a great host for our guests by being friendly.

### 4. Visitor Parking

- a. Greet guests as they arrive and exit their car. Welcome them to church and let them know that you are glad they are here!

- b. Introduce yourself to them and tell them why you are there. Tell them that you are “here to help introduce you to Cathedral of Praise.” Ask them, “Are you meeting anyone today?” If so, find out if you can do anything to help them find their group. If not, let them know you are specifically “out here to show you around and help you find anything, or answer any questions you might have.”
- c. It can be a little awkward to help a first time guest that doesn’t talk very much or seems a little surprised to see you out there! But relax, just be honest and friendly. If they are going into the main service without any children, offer to walk them in and tell them a little bit about the church. If they have kids, offer to show them where the kids classes are and get the kids checked in and settled in. Reassure them by telling them how great our kids stuff is and how well we take care of kids!
- d. If the guest does not want you to show them around or if they are rude (or just quiet), kindly remind them we are glad to have them here. Remind them of your name and that you will “be out here if they have any questions or need anything!”
- e. Our greeter team will work with you to help accommodate a large number of visitors. If there are a lot of people showing up for your service, work with them by handing them off to another volunteer. Say something like, “it’s great to meet you guys, I need to stay out here but John will show you around. If you need me for anything, I’ll be out here! Enjoy the service!” the main thing is to keep someone outside who can be very friendly and excited to welcome our visiting guests as they park.

### **After-service Giveaways**

Occasionally we will have a giveaway directly after service to add an extra bit of hospitality. If you are working as a sidewalk greeter or at a crosswalk, check with your service captain to see what your responsibilities will be. Our goal with these giveaways is to serve as many people as possible as quickly as possible while still being friendly and courteous to everyone. On the weeks that we give something away there will typically be extra clean-up, putting tables away, throwing away trash, etc. Please make sure your area is clean and ready to go for the next service before you leave.

### **Conflict and Disturbances**

From time to time there may be a conflict surrounding one of the areas listed in “Service Etiquette” arises. While everyone on our team is responsible for bringing these to our attention, we ask that only our Captains or Ushers directly intervene in these situations. Please notify them ASAP if anything comes up that you feel needs their attention.

As you serve you will receive on-going training in these areas. The most important thing to remember is to approach each situation with the attitude to be helpful and kind. Our Security and Staff will also step in when necessary, you don’t ever need to feel like you are the last line of defense. We will support you and help you should anything happen.

As you think about these items please keep our mission in mind. **Work together to create an environment that is friendly, helpful and memorable for all of our guests!**

Multi-Purpose Field

Cart Staging

Elementary School / Office

Church Office

Loft C

Church B

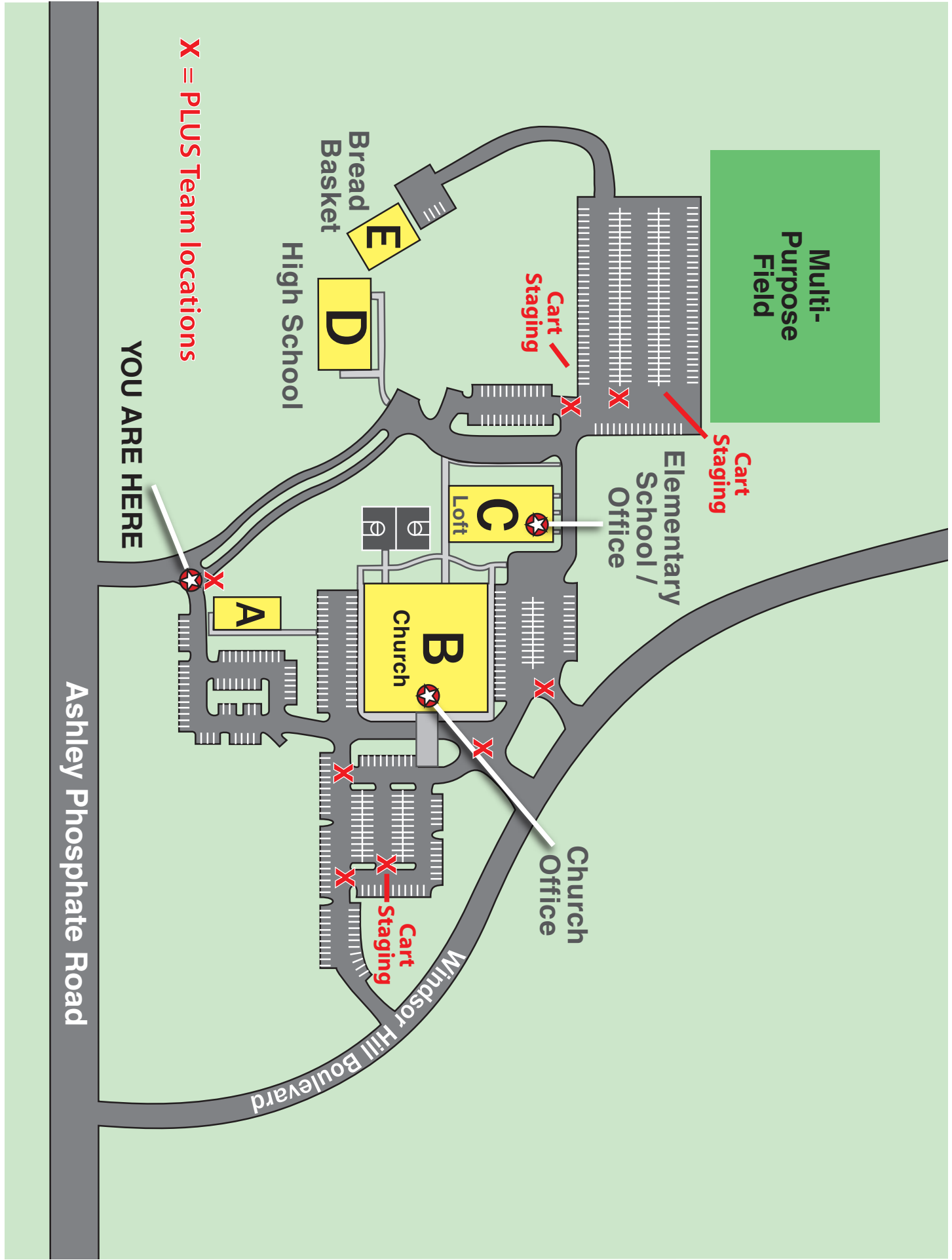
High School

Bread Basket E

X = PLUS Team Locations

YOU ARE HERE

Windsor Hill Boulevard  
Ashley Phosphate Road



## **It's a "PLUS Ministry" Department**

### **Job description**

#### **Position:**

Team Captain

#### **1. Elevate the value of people.**

- a. Build into your team a culture that loves people and understands the value of serving each other inside of our weekly services.
- b. Model this in your actions, words and the way you lead meetings.
- c. Remind your team of our mission on a regular basis:

**"Work together to create an environment that is FRIENDLY, HELPFUL and MEMORABLE for all of our guests."**

#### **2. Plus Ministry "Quality Control."**

- a. Monitor team interactions with guests.
  - \* Model and explain how we expect our team members to interact with guests.
  - \* Evaluate individual interactions and adjust as necessary.
  - \* Ensure that our team is proactive in guest service.
  - \* Provide ongoing training and adjustments with your team to constantly improve service.
  - \* Celebrate great service with the whole team.
- b. Report problems and concerns to the director.
  - \* Report problems in private (if at all possible) and at the appropriate time.
  - \* Bring a "best case solution" along with the concern; never report a concern without a possible solution.
  - \* If possible, solve the problem within the guidelines of your duties and report it as an "FYI."
- c. Err on the side of taking care of people.
  - \* If a situation arises that is outside the boundaries of the "rules" please do everything that you can to take care of people and then evaluate and seek the best case solution for the future. (i.e. leaving a post to show someone around, etc.)

#### **3. Oversee weekly team schedule.**

- a. Talk to team about upcoming schedule and make adjustments as needed.
  - \* Rotate positions to keep people in new places when possible
  - \* Fill absences or holes with replacements, or shuffle team to accommodate.
  - \* Plan ahead to cover special events or needs.
- b. Oversee the weekly meeting with team.
  - \* Rotate with your assistant captains as needed.
  - \* Weekly, one hour before service start time.
  - \* Briefly outline service, including special announcements and needs.
  - \* Announce positions.

- \* Pray, including requests and praise reports.
  - \* Dismiss by 25 after the hour to ensure everyone is ready as people begin to arrive.
- c. Keep updated roster information.
    - \* Update personal information on your team monthly.
    - \* Report changes to director.
    - \* Keep an updated phone tree for your team.
    - \* Ensure your team has and knows this phone tree for emergency and in case of service changes.
  - d. Monitor dress code.
    - \* Make sure your team looks, smells and acts professionally.
    - \* Report concerns or needs to your captain.
  - e. Make sure meeting room is clean.
    - \* Assign a team member to check the room after the weekly meeting.
    - \* Report any needs in inventory to director.
  - f. Talk with team members that arrived late and make sure to thank them but encourage them to be on time.
    - \* The meeting is important and we need everyone there on time to make sure we get everything covered.
    - \* Have these talks tactfully and considering the special needs of that individual.
    - \* Also follow up with any team member that was absent without letting you know prior to that week's service.
    - \* Call them during the week and make sure that they are okay and remind them to let you know if they will be gone.

#### **4. Assist with traffic flow during "pre-service".**

- a. Oversee the parking lot set-up.
  - \* Assign people to set-up cones and work the key traffic areas.
  - \* Check cone placement and make sure all assignments are covered.
  - \* Make sure your team is being as friendly as possible, waving to everyone as they drive onto the church property.
  - \* Recruit extra help during services when larger-than-normal crowds are expected.
- b. Oversee welcoming guests.
  - \* Make sure the team is friendly and ready to help.
  - \* Identify first-time guests as quickly as possible and go out of your way to be helpful to them.
  - \* Do not "point and direct"; offer to show new guests around.
  - \* The first greeting should be as personal as possible.
  - \* Work with your team on eye contact and good verbal contact with guests as they arrive.
  - \* Remember that your team will most likely be asked the first questions a visitor or guest might have.
  - \* Make good notes on questions that are frequently asked and teach your team

how to respond.

- \* If you're not sure get answers for yourself first and then pass that information on to your team.

- \* Never be afraid to let your team leave their post to show someone around or escort them to a destination.

c. Monitor crowd.

- \* Watch for special needs guests and direct as necessary.

- \* Watch for disruptions, concerns or medical emergencies and report to security if appropriate.

## **5. Assist with traffic flow during "post-service".**

a. Oversee exit greeters.

- \* Make sure people are in their positions and adjust as necessary for traffic flow.

- \* Remind your team to be friendly and greet everyone as they leave.

- \* Assign team members to set-up for any after-service giveaways and make sure it is ready before service lets out.

b. Oversee traffic directors.

- \* Make sure all crossing guards and traffic directors are in place.

- \* Adjust positioning of Host Team members as necessary to assist in traffic flow.

- \* Check with your team for observations and suggestions on how to keep traffic moving more efficiently

c. Oversee service closing.

- \* Direct clean-up and pass on any important info. to next captain or director.

- \* Leave a note for the next team if needed, or call them to inform them of any major change.

- \* Think about the team after you, is there anything your team can do to help them?

- \* Dismiss team for service.

## **6. Recruit new team members on a regular basis.**

a. Recruiting starts at the top.

- \* Make a habit of looking for new team members.

- \* Keep an eye out for those people you feel would be valuable for promotion within the team.

b. Encourage your team to recruit.

- \* Reward and celebrate those who recruit a new team member.

- \* Talk about it regularly.

- \* Show them how!

- c. Pass along information.
  - \* One of the easiest ways to recruit is to pass along a potential recruits name to our team leader.
  - \* We will contact them and encourage them to get involved as well.
  - \* Recruiting works best as a team effort.
  - \* Don't be shy about the value and impact of serving our great cause!

## **7. Intentionally "apprentice" your team members.**

- a. Find time to purposefully train key leaders.
- b. We each have a real responsibility to pass on what we have learned.
- c. Talk with your team about ways to improve guest service or their influence within the team.
- d. Spend time walking through their area or position with them.
- e. Celebrate what they do well or a specific time when they served a guest with excellence.
- f. Spend a few minutes each week encouraging your team as a group.
- g. Allow your assistant to lead meetings and evaluate and encourage them as needed.

## **8. Be a problem solver and a peace keeper.**

- a. Look for solutions to problems that arise among your team members.
  - \* If someone voices a problem or a concern, help them find a solution.
  - \* If their problem is with a policy, help them understand why we do things a certain way.
  - \* If you're not sure, find out and let them know. Don't feel like you have to make something up!
  - \* Encourage your team to look for better ways to do what we do.
- b. Don't allow fighting among your team members.
  - \* If there is a disagreement or dislike among your team, address it immediately.
  - \* Bring those involved in to a meeting to solve the problem.
  - \* If you cannot solve the problem in one short meeting, talk to the director as soon as possible.
  - \* If you cannot solve the problem and you cannot talk to the director, you may ask both parties to take the rest of the service "off" to cool down and let them know that we will contact them the following day to address their concerns and come to a solution.
  - \* Don't allow anyone to put the rest of the team or any of our guests in a compromised or dangerous situation.
  - \* Please do not permanently relieve someone of their duties without first talking with your captain.
  - \* Anyone asked to step down permanently will be addressed by the director and/or another staff pastor.

## 9. Communicate early and often.

### a. Communicate up.

- \* Don't wait until it's a major problem.
- \* Don't communicate problems without ideas if at all possible.
- \* Don't panic, exaggerate or lie.
- \* Do communicate concerns and ideas as needed.
- \* Do communicate appropriately!
- \* Do communicate solutions.

### b. Communicate down.

- \* Don't improvise or adapt without permission.
- \* Don't apologize for changes; if you don't agree talk it through with the director.
- \* Don't forget to thank your team every week!
- \* Do communicate thoroughly any changes or improvements.
- \* Do stand behind a change or improvement.
- \* Do be kind, loving and humble.

### c. Communicate across.

- \* Don't allow strife to build in your team.
- \* Don't allow your team to become political or private.
- \* Don't "lord" over your team - although you are in a leadership role, we all serve together!
- \* Do allow concerns to be communicated in an appropriate manner.
- \* Do shut down complaining, bickering or inappropriate talk immediately.
- \* Do pray with and for your team weekly.
- \* Do operate with trust and courtesy to the other teams and their captains.  
Incl. ushers, greeters, security and A/V teams.
- \* BE AN ENCOURAGEMENT to your team and their families!



## **PLUS Ministry Captain Agreement**

We believe it is important to work and serve in agreement with each other. As you read over this job description please take a moment and prayerfully consider your commitment to these ideas and values.

If you are as excited as we are about the future for our teams and our church. . . Thank you, and welcome to the team!

I understand:

- That I will be supported by the staff of Plus as I fulfill the responsibilities outlined above.
- That I have an open door and phone to my captain and the staff of the PLUS Ministry should I need anything.
- That my input and ideas will be carefully considered.
- That my time and sacrifice are valued and appreciated.
- That my example to my team is important and I agree to protect that influence by guarding my words and actions.

I agree:

- To fulfill the heart of this job to the best of my ability.
- To faithfully communicate these same values to my team.
- To be proactive in searching for ways to serve our guests better.
- To communicate any problems or concerns I may have.
- To seek a solution peacefully with everyone.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director: \_\_\_\_\_ Date: \_\_\_\_\_