

Hosting Cards – SOP

Department: Creative / Communications / Service Programming

Applies To: All Adult Services (Sunday & Wednesday)

Owner: Creative Department

1. Purpose

The purpose of this SOP is to ensure consistency, clarity, and excellence in weekly service communication through Hosting Cards. Hosting Cards serve as the primary tool for guiding hosts, aligning service flow, and clearly communicating key moments, announcements, and transitions during main services.

2. Definition

Hosting Cards are printed cards used by service hosts that outline:

- Welcoming Visitors
 - Connect Card by tap or QR code
 - Visit us in the Welcome Center following the service
- Spiritual Story
- Offering
 - 4 ways to give
- Prayer over the offering

Hosting Cards are considered a **live-service operational tool** and must be accurate, concise, and finalized before each service weekend.

3. Scope

This SOP applies to:

- Weekend main services and Wednesday Night Services
 - Special services that utilize live hosting
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4. Roles & Responsibilities

Creative Department

- Owns the Hosting Card template and formatting
- Writes and edits hosting copy
- Ensures brand voice, tone, and clarity
- Finalizes cards and prints
- Places them on the speaker table in the main auditorium

Service Programming / Pastoral Leadership

- Provides service flow, key moments, and emphasis
- Reviews and approves hosting content

Hosts

- Review Hosting Cards before service
 - Follow scripts while maintaining natural delivery
 - Joins the service team 30 min. prior to the service for a run-through
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5. Weekly Timeline & Deadlines

Monday (Programming Meeting)

- Service flow confirmed by Ex. Creative Pastor
- Key announcements identified

Wednesday (End of Day)

- Hosting Card draft completed by Creative

Thursday (End of Day)

- Hosting Card completed and in place