



Connections

Playbook

Connections exists to open doors for individuals as they enter the church building, in a way that is welcoming, displays honor, and a high level of care.



Team Roles

Team roles are to clearly delineate responsibilities for each team member, ensuring that the mission of the team is executed with excellence every Sunday.

Doors (Left or Right)

- Connections team members who are scheduled to hold the doors for the guests and church family members who are walking through our doors on a Sunday. Whether they are on the left side set of double doors or the right side they should be ready whatever the weather to greet guests and family with a smiling face and welcoming presence.

Doors - CK

- Connections team members that partner with Compass Kids to welcome families in through our compass kids entrance. Welcoming and enthusiastic individuals who exude excitement and that engage with the kids and get them excited to be coming to church and getting into compass kids to learn about Jesus!

Doors - Vestebule

- Connections team members who are scheduled to hold the doors for the guests who are running late, who got stuck in traffic, who have to run to their car to get something, who are anxious to come in and walk in late, etc. The connections vestibule team members are there for the 1. They are stationed on the 2 sets of double doors on the left hand side of the vestibule and stay for the entirety of the service.



Policy and Procedure

Policy and Procedure exists to help us quickly communicate and remember key functions and expectations of our roles. Ideally, team members can use these short phrases to trigger an action that helps refocus each other to the task at hand.

SMILE

- Remember whose house we're serving in, it's not our house but God's!

BETTER LATE THAN NEVER

- No person is too late to be greeted, and welcomed into God's House.

PROTECT THE ENVIRONMENT

- Be aware of outside temperatures and their effect on the interior environment.

NEED DIRECTIONS?

- Notice an awestruck or confused look? Don't be afraid to give direction and point first timers in the right direction!



Policy and Procedure Cont.

Guest Experience General

SMILE!

- Remember whose house we're serving in, it's not our house, but God's!

CHECK YOUR NECK

- We want team to be easily identifiable. All team members should have the proper colored lanyard on while serving so that our guests can easily identify you as someone who can help them with whatever they need assistance with.

PARKING

- We ask that all team members who are serving to park in the designated team parking areas. Leaving the priority spots open to those attending service.

TEAM HQ

- Any and all personal belongings should be stored in the Team HQ while you are serving. This eliminates clutter and unwanted visual distractions from the areas in which we serve.

SAVED SEATS

- We ask that no team members save seats prior to the main auditorium doors opening. As a practice we only seat people who are physically present, and ready to occupy the seats.
- This ensures that the host team can seat people faster and more efficiently

SEE SOMETHING, SAY SOMETHING

- Should you see a suspicious person or someone in need of medical attention you should alert an Operations team member immediately.



Team Structure

Team structure is to clearly delineate responsibilities and roles from each team member. Ensuring that the team has a clear vision, and that there is a joyful experience for guests coming through our doors.

Team Lead

- Responsible for the execution and excellence of the Connections team. Ensuring smooth transitions between services, making sure the team is in position before the doors open. As well as encouraging and connecting with service leads on a Sunday and throughout the week. They are also responsible for scheduling.

Service Lead

- Responsible for the execution and excellence of the service they are leading. This includes; communication with your team, prepping them in their assigned areas, dismissal, training new team members, etc.

Team Members

- Responsible for serving our guests with the joy of the Lord and arriving on time to their scheduled position. Functioning in one of the Team Roles on a Sunday. Scheduled roles can vary based on experience, onboarding, and greatest opportunity.

HAVE A QUESTION OR NEED HELP?

Contact your Team lead for more clarity!