



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.

Main Door Greeter

- This is the first line of defense in the main auditorium. The Main Door Receiver greets our guests as they walk in the main auditorium doors. You want to make sure that you always greet our guests with a smile and a friendly hello. This interaction is very brief but crucial to help guide our new guests as they may be unfamiliar with the layout of our building.
- Another function of this role is to hold doors open for our guests. We never prop doors open. We are also very intentional about creating a warm and welcoming environment for our guests. These are Connections team members that partner with the Host Team to welcome families through our auditorium doors. We are welcoming and enthusiastic individuals who exude excitement and engage with our guests and get them excited to be coming to church!

Main Entrance Doors

- 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 main entrance double doors and also stand outside and greet our guests as they walk up. Vestibule team members stay for the entirety of the service.

Team Entrance Greeter

- This Connections Team Member holds the door for all Vineland Campus Team Members who arrive to assist with setup. This ensures that doors remain locked and the building remains safe, while also allowing our team to enter closer to where they park.

Concierge

- This Connections Team Member assists guests in the hallway leading up to the main auditorium doors. They function as a liaison between Guest Experience, and Next Steps teams to ensure that new guests know where they are going and help them feel welcomed.



Policy and Procedure

CONNECTION SPECIFIC

BETTER LATE THAN NEVER

- No person is too late to be greeted, we do it for the 1.

SMILE

- Be attentive when you are in position. Ex. not on your phone, talking to other team members

PROTECT THE ENVIRONMENT

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

GIVE DIRECTION

- 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

ARRIVE ON TIME

- Arrive on time. (Unload at 7am, Team Members at 8am)
- If you are going to be late or can not make it, please let your service lead know, and attempt to find a replacement via slack.

CHECK YOUR NECK

- We want the team to be easily identifiable. All team members should have a 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 would park in the last rear lot near the gym entrance. This is to ensure that everyone who is attending service will have a place to park in the parking lots.

TEAM HQ

- Any personal belongings you have with you that you need a place to store while you serve can go in the team HQ.

SAVED SEATS

- We ask that no team members save seats prior to the main auditorium doors opening.
- We ask that team members sit in a service that they are not serving at.
- This ensures that the host team can seat people faster and more efficiently so we can start service on time and smoothly.

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.

STAY UNTIL THE JOB'S DONE

- We function as a team and can get cleaned up and loaded much quicker when the team works together. We understand that things come up, but request that whenever possible, if you are serving, that you stay and help until the trailers are ready to go.



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. Checking lanyard inventory, onboarding new team members + service leads, and encouraging and connecting with service leads on a Sunday and throughout the week. They are also responsible for scheduling. The Team Lead is responsible for counting the number of people in the hallway, Team HQ, Nursing Mothers, and AUX and to send them to the Guest Experience Lead no later than 12pm.

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 following Area Specific 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!