

# Worship & Production Service Issue SOP

## Purpose

Provide consistent guidelines for how Worship and Production teams respond to technical and musical issues during services. The goal is to **minimize distraction** and keep service flow moving without unnecessary interruptions.

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## Team Roles (Typical)

- **Production Lead** – Oversees response, makes final call.
- **Sound** – FOH mix, mics, playback.
- **Media (ProPresenter)** – Lyrics, sermon slides, videos.
- **Lighting** – Clicks through cues only.
- **Cameras / Video Switcher** – Livestream/recording (when staffed).
- **Worship Leader / MD** – Guides band, directs flow.
- **Supporting Vocalists/Musicians** – Continue leading worship if someone drops out.

*Note: Not all roles are filled each week. Default responsibility falls to Production Lead + Worship Leader if unfilled.*

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## Guiding Principles

1. **Minimize Distraction** – The fix should never be more distracting than the issue.
2. **Pastoral Priority** – Pastor's mic is the one issue always fixed immediately.
3. **Keep Service Flowing** – Service continues even if technical systems fail.
4. **Use Musical Redundancy** – If a vocal mic fails, another vocalist takes over before attempting a tech fix.

## Response Scale

### Level 1 – Ignore / Let It Go

- Small issues not worth addressing during service.

- *Examples:* broken string, guitar battery dies, slightly late lyric slide.
- *Action:* Do not attempt a fix. Service continues.

### **Level 2 – Quiet Adjustment**

- Simple corrections that don't draw attention.
- *Examples:* FOH mutes bad channel, media operator clicks through lag, lighting operator advances cue.
- *Action:* Correct quietly and quickly. Congregation stays focused.

### **Level 3 – Fix When Critical to Flow**

- Issues that noticeably affect service but have a clear fix.
- *Examples:*
  - Pastor's mic dies → swap to backup immediately.
  - Worship leader's mic dies → another vocalist takes over if equipped to lead. The production team will swap WL mic quietly.
  - Screen goes black → media resets output while confidence monitor stays live.
  - PA drops out → pastor projects voice while FOH works to restore.
- *Action:* Fix only when the benefit outweighs distraction. Worship Leader/MD keeps the congregation engaged.

### **Level 4 – Major Service Impact**

- Issues that disrupt service significantly.
- *Examples:* complete failure of PA + projection, blackout in room, multiple mic losses at once.
- *Action:* Production Lead + Worship Leader adjust flow (e.g., prayer, acoustic worship, announcements).

## Always Fix vs. Never Fix Matrix

Issue	Action
Pastor's mic dies	<b>Always fix immediately</b> with backup.
Worship leader mic dies	<b>Prefer hand-off</b> to another vocalist; fix only if needed.
Instrument battery/strings	Never fix during service. "The production team fades in the missing instrument into the track".
Other vocal mics	Only fix if the Worship Leader/MD signals it's necessary.
Screen outage	Quietly fix. Service continues with the confidence monitor.
PA loss	Pastor projects; production quietly works to restore.
Livestream drops	Fix if possible, but never interrupt in-room service.
Lighting cue missed	Advance; do not reprogram mid-service.

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## Communication Protocol (No Comms/Headsets)

- **Production** → **Worship Team**: Use discreet physical signals (e.g., point to backup mic, quiet handoff).
- **Worship Team** → **Production**: Worship Leader/MD uses eye contact/gestures if a fix is necessary.
- **Default**: If communication isn't possible without distraction, let the issue go until after service.
- **Post-Service**: Quick debrief; log issues for resolution before next week.

## Training Notes

- Volunteers are not expected to troubleshoot mid-service unless directed by Production Lead.
- The worship team should be prepared to musically adjust (drop an instrument, pass a vocal part).
- Default posture: **Service continues**. Fixes happen after service unless it's the Pastor's mic or Worship Leader requests a fix.
- **If an instrument cuts out during worship:** Remote into the Tracks Mac and turn it back on in the Loop.