



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.

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.

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	Always fix immediately with backup.
Worship leader mic dies	Prefer hand-off 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.

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.