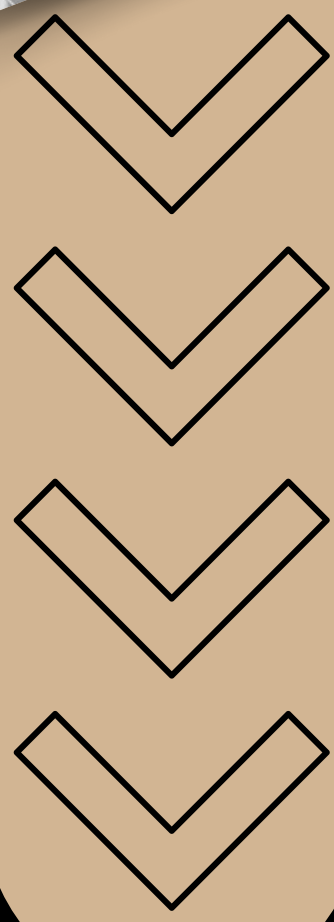




# FIRST IMPRESSIONS HANDBOOK

WE EXIST TO SEE GOD'S PURPOSE SURFACE IN PEOPLE





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# WHO WE ARE

SURFACE CHURCH

## VISION

*WE EXIST TO SEE GOD'S PURPOSE SURFACE IN PEOPLE*

## MISSION

*TO EQUIP AND EMPOWER PEOPLE TO ENCOUNTER GOD  
AND DISCOVER PURPOSE IN LIFE THROUGH JESUS  
BOTH LOCALLY AND GLOBALLY*

## VALUES

INPUT | WE VALUE VOICES  
ENCOUNTER | ALTARS ALTER  
CONSISTENCY | THE REAL PROGRESS  
OWNERSHIP | STEWARD LIKE IT'S MINE  
TRANSPARENCY | SLICE IT  
HONOR | THE KEY THAT UNLOCKS DOORS

GENEROSITY | WE LIVE TO GIVE  
EXCELLENCE | HEAVEN'S STANDARD  
HEALTH | HEALTH IS WEALTH  
EMPOWER | AUTHORITY ENTRUSTED  
EQUIP | RESOURCED TO BUILD  
LOVE | THE X-FACTOR





# GREETER

## ROLE DESCRIPTION

## ABOUT THE ROLE

Our Greeters create a welcoming atmosphere that engages guests in a way that honors them, sets them at ease, and demonstrates the love of Christ. They exist to engage, welcome, and direct people as they begin their experience here every weekend. Greeters offer the smile and warm handshake that puts our guests at ease as they arrive at our front doors.

## RESPONSIBILITIES

- Assist with completing items on Setup Checklist
- Welcome and engage guests in the front of the campus.
- Play upbeat music outside the entrances
- Make a fantastic first impression with a smile.
- Stay in position until released (about 15 minutes after service begins)
- Make opportunities to honor guests by opening doors, carrying baby carriers, holding an umbrella over a guest when it is raining, etc.
- While you are positioned at the doors, engage and greet every guest as they enter while also looking out for first-time guests.
- Attend any Preservice Huddle/Prayer
- Inform team Lead of items in need of restock

### AFTER SERVICE

- Stand in the lobby to greet guests as they leave the building
- Encourage guests to complete a connect card if they haven't already
- Assist with Tear Down





# GUEST HOST

## ROLE DESCRIPTION

## ABOUT THE ROLE

Our Guest Hosts create a welcoming atmosphere that engages guests in a way that honors them, sets them at ease, and demonstrates the love of Christ. They exist to guide and direct people as they begin their experience here every weekend. They are like a personal tour guide for our new guests and the familiar face for them to find after service. Guest Hosts offer peace of mind to new guests by connecting them to everything that they need and being their information source for finding out more about all things Surface Church.

## RESPONSIBILITIES

- Assist with completing items on Setup Checklist
- Welcome and engage first-time guests as they enter the building.
- Make a fantastic first impression with a smile
- Attend any Preservice Huddle/Prayer
- Be aware of the guest's needs and discern their level of comfort with engaging (to match, avoiding awkward encounters)
- Escort guests with kids to the Surface Kids check-in area, making sure they are being greeted and directed by the Surface Kids check-in team. Let them know that we have an incredible kids ministry!
- Be ready to point out or lead guests to areas they may be seeking: restrooms, kids area, sanctuary, etc.
- Stay in position until released (about 15 minutes after service begins)
- Inform Team Lead of items in need of restocking (connect cards, first-time guest gift bags, Plan Your Visit gift bags, pens, mints, etc.)
- Encourage guests to fill out a connect card before they leave.

### AFTER SERVICE

- Serve as Next Steps Host to lead interested guests to the Next Steps room until the Pastors arrive
- Assist with Tear Down





# PARKING

## ROLE DESCRIPTION

## ABOUT THE ROLE

The Parking Team is more than just directing and parking cars. The team is an integral part of helping guests feel welcome the minute they pull into the parking lot. They exist to create a warm & safe atmosphere in the parking lot. They want to make people feel comfortable enough to get out of their cars and attend service, in order for them to experience their encounter with Jesus. This role is our church's first impression that our guests experience. Be genuine in your connection with smiles, waves, high-fives, and more!

## RESPONSIBILITIES

To eliminate any barrier that might keep people from getting out of their cars and coming to service, hearing the message, and receiving Jesus as their Lord and Savior so that they can move life forward towards God's best. With that goal in mind, the Parking Team will:

### BEFORE THE SERVICE

- Assist with completing items on Setup Checklist
- Grab vests from the storage room
- Ensure the Parking Lot is presentable and free of litter
- Attend any Preservice Huddle/Prayer

### AS YOU SERVE

- Maintain a smile at all times
- Make guests feel welcomed and honored
- Keep them dry (have umbrellas ready and available for guests)
- Help mothers with their children (if needed)
- Clearly direct guests to available parking spots
- Stay in position until released (about 15 minutes after service begins)
- Welcome first-time guests

### AFTER SERVICE

- Assist with greeting guests as they leave
- Assist with Tear Down





# PARKING MAP

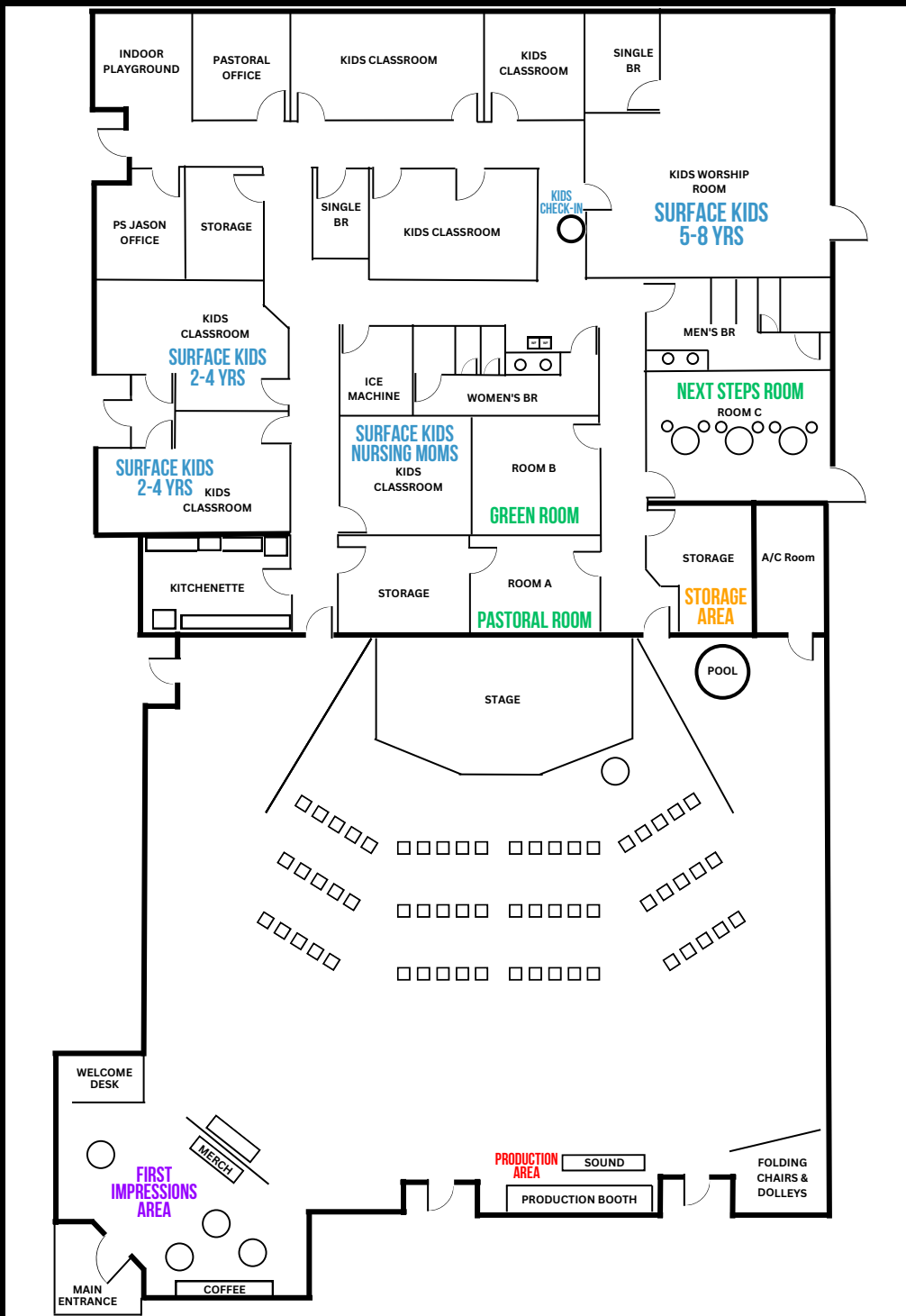






# BUILDING MAP

SUNDAY SETUP





# SETUP

## CHECKLIST

- Each of these items are to be completed by 1:00pm -

### **OUTSIDE**

1. Assemble and put up Surface Church flags
2. Bring in Potter's Hand flags/A-frame (if still out upon arrival)

### **LOBBY**

1. Set up refreshment table:
  - a. Infused water
  - b. Flavored iced coffee
  - c. Cups/lids/straws/napkins
2. Run scrolling slides on lobby screens
3. Set up Black Retractable Banner

### **SANCTUARY**

1. Set out giving envelopes & connect cards on chairs
2. Set out NFC cards by velcro on chairs (2-3 per row)
3. Set out Black Offering Box
4. Assemble Baskets of Communion (when needed)

### **NEXT STEPS ROOM**

1. 3 black high-top tables & 6 black chairs
2. Door sign
3. White Retractable Banner
4. Refreshments (bottled water & snacks)
5. Connect Cards & Pens
6. Scrolling Slides on TV (using laptop & HDMI cable)



# TEAR DOWN

## CHECKLIST

- Store away all items NEATLY & in their proper place -

### OUTSIDE

1. Dis-assemble and put away Surface Church flags
2. Put Potter's Hand A-frame back in front of the building

### LOBBY

1. Clean up Refreshment Table
  - a. Clean out and dry off any drink dispensers, spills, etc.
2. Turn off Surface scrolling slides & Resume Potter's Hand slideshow
3. Put away Black Retractable Banner

### SANCTUARY

1. Gather remaining giving envelopes & connect cards
2. Gather NFC cards
3. Put away Black Offering Box (after it has been emptied)
4. Put away Baskets of Communion

### NEXT STEPS ROOM

1. Return 3 black high-top tables & 6 black chairs to Sanctuary
2. Put away Door sign
3. Carefully pack away White Retractable Banner
4. Gather remaining Refreshments (bottled water & snacks)
5. Gather remaining Connect Cards & Pens
6. Turn off Scrolling Slides on TV & turn off TV

- Return all Surface Church Items to Storage Room -



# PRE-SERVICE

## SCHEDULE

### SETUP

- *Follow Setup Checklist Items*

### RALLY

- *Come together for prayer, praise, & scripture*

### RETURN TO AREAS

- *Resume any incomplete setup*
- *Restroom break*
- *Prepare for guests*

### REHEARSAL

- *Surface Worship Team & Production Team*

### DOORS OPEN

- *Be in place to receive & welcome guests*

### 5 MINUTE COUNTDOWN

### SERVICE BEGINS

- *Remain serving until 2:15pm*

12:30

1:00

1:10

1:15

1:45

1:55

2:00