**Our Mission**

**Bringing all people into the LIFE, FAMILY, and PURPOSE of God.**

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**Our Purpose – Better Together**

We are excited to have *you* on the A-Team!

We are a healthy and growing local church that reaches both our communities and the nations around the world. Our hope is for anyone who comes to Bethany Church or interacts with one of its ministries to feel loved and valued. It takes a team to make that happen, and *you* are part of that team!

You are on a team making a difference and having an eternal impact. Everything you do to serve is valued and needed to fulfill our mission. Our hope is that you will love what you do to serve, and that you will find fulfillment and satisfaction in serving. We pray you continue to grow in your God-given gifts as you serve on the A-Team.

**Our Culture**

Culture is all around us. Our lives, our families, our cities, and even our church exhibit a certain culture. People have always looked at Bethany Church and been amazed at the culture of worship, serving, and the love that flows from them. Here is the culture we live by as we serve to fulfill our mission.

**1) We Love People —** “*Bringing all people . . .”*

Through the vision of our lead pastor, we seek to be a community of believers who are mobilized for God's kingdom and are serving others well. We do this for one reason: God *loves all people*, so we also must *love all people*. This is our guiding principle when it comes to loving all people: Everyone needs refreshing, so we exist to bring refreshing to people. We must always remember: ***People come first!*** We serve to bring all people to God.

**Proverbs 11:25 NLT:** *“The generous will prosper; those who refresh others will themselves be refreshed.”*

***How we love people –******practical ways to bring refreshing***

1. **Smile!** **Show teeth!** **Trigger joy!** Smiles say “passion and victory.” Long faces say “sadness and defeat.”
2. **Be joyful!** Joy refreshes. Joy always wins. Joy is a magnet.
3. **Be a listener!** Listening refreshes.
4. **Be encouraging!** Faith-filled speech refreshes! Be encouraging with your tone and demeanor.
5. **Be a friend!** Friendship refreshes. Friendship brings people to church, and friendship causes people to stick.

**2) We Love God —** “ . . .*life . . .”*

All we do shows that we love our God. From the smiles on our faces, to our passion for connecting people in relationships, to cleaning the coffee bars before service, everything we do comes from the profound love we have for God the Father, Jesus His Son, and the Holy Spirit. Every part of our lives is an expression of our relationship with God. We love God and serve to bring all people into life.

**Romans 12:1 NLT**: *“And so, dear brothers and sisters, I plead with you to give your bodies to God because of all he has done for you. Let them be a living and holy sacrifice—the kind he will find acceptable. This is truly the way to worship him.”*

**Romans 12:1–2 MSG:** “*So here’s what I want you to do, God helping you: Take your everyday, ordinary life—your sleeping, eating, going-to-work, and walking-around life—and place it before God as an offering. Embracing what God does for you is the best thing you can do for him. Don’t become so well-adjusted to your culture that you fit into it without even thinking. Instead, fix your attention on God. You’ll be changed from the inside out. Readily recognize what he wants from you, and quickly respond to it.”*

***How we love God***

1. **Our devotion:** We should be committed in our personal daily devotion to the Lord. Our devotion is our fuel for serving.
2. **Our worship:** We worship God in action and in heart, and in spirit and truth. Our everyday life is an act of worship. Everything we do to serve is an act of worship.
3. **Our sacrifice:** We sacrifice time and energy for His cause, to fulfill the mission.

**3) We Love Our Church —** “. . .*family . . .”*

We love our church. Bethany is not a building, but a community of believers unified and passionate about the cause of Christ and the mission He has given to us through the leadership of our lead pastors. We serve with the heart of the *H.O.U.S.E.,* to be a connection piece in bringing all people into family.

**1 Peter 4:10 NLT:** *“God has given each of you a gift from his great variety of spiritual gifts. Use them well to serve one another.”*

***How we love our church (H.O.U.S.E.)***

* **Honor:** Regardless of a person’s age, status, heritage, culture, demeanor, etc., we go above and beyond to honor each person we encounter. We honor our pastors, leaders, team members, and guests.
* **Ownership:** Your attitude should be, “This is my house, and I will make sure it is excellent every time I serve.” This is your house. It is the place where you grow spiritually, develop life relationships, pay your tithes, and serve. This is your church, and your serving should exhibit the same level of ownership regardless of your title or position.
* **Unity:** As we serve, we lay aside our preferences and align with our lead pastor and his vision. A team united is unstoppable!
* **Servanthood:** Servanthood is the heart of the A-Team. We serve with an overflow of love, using our God-given gifts.
* **Excellence:** In any way that we serve, we should overshoot the expectations of guests by making sure our outlook, actions, attitude, expressions, and overall presentation are crafted with excellence.

**4) We Love to Serve —** “. . . *purpose . . .*”

Serving is a privilege. It isn’t a job we have to do, but a lifestyle we get to live with gladness. Because our Savior served us, we, as His followers, will give ourselves freely to the service of His kingdom and His church. We have a passion to help people, encourage them, and show them the love of Christ through our actions. We find purpose in serving, and we serve to bring all people into purpose.

**John 13:15–17 NLT:** “*I have given you an example to follow. Do as I have done to you. I tell you the truth, slaves are not greater than their master. Nor is the messenger more important than the one who sends the message. Now that you know these things, God will bless you for doing them.”*

***How we love to serve***

1. **Be welcoming:** Let your attitude, words, and actions say “welcome home!” At Bethany, every person should feel loved and welcomed with open arms. This is their home away from home.
2. **Go the second mile:** Everything we do on the A-Team is done with intentionality, passion, and excellence. We will go the second mile to serve people beyond their expectations (see Matthew 5:41).
3. **Make lasting impact:** Every person who interacts with us should leave with a sense that they have been impacted by the love of Christ.

**The Value of Our Guest Services Team**

* You represent Bethany Church to every guest.
* You make Bethany a friendly church and help make it feel like home.
* You are possibly the first and last person that people will have a conversation with at Bethany.
* You help create a lasting and memorable experience for our guests.
* You help further the impact Christ has made on the lives of people.
* You are the person best equipped to provide information to our guests.
* You are intentional about connecting every person that comes to our church to the life, family, and purpose of God.

**Practical Tips for Our Guest Services Team**

* **Smile and look guests in the eyes.**
	+ Eye contact is key to making a face-to-face connection.
	+ Smiling shows that you genuinely care.
* **Speak into their life.**
	+ Words are powerful.
	+ Don’t be robotic and say the same thing to everyone.
	+ Compliment their kids, clothing, etc., and make a connection.
* **Make it personal.**
	+ Give an appropriate level of personal touch.
	+ A light touch to the elbow or shoulder is appropriate.
	+ Fist bumps and high fives are good with kids.
	+ Handshakes and gentle side hugs are also acceptable.
* **Be very relational and conversational, not transactional.**
	+ Introduce yourself and ask their name.
	+ Ask questions to know how you can best assist them. For example:
		- “How are you? Did you enjoy the service today?”
		- “Are you visiting us for the first time?”
		- “Can I pray with you about anything today?”
* **Make them feel like they have made a friend.**
	+ Ask short questions to get to know them:
		- “Where are you from?”
		- “What do you do?”
		- “How long have you attended Bethany?”
* **Help direct them to what they should do next and help them stick.**
	+ Tell them about Next Steps.
	+ Tell them about baptism if they made a salvation decision.
	+ Let them know you’d love to see them again, and invite them to come back.
* **Use resources so you can best assist guests.**
	+ Use *bethany.life* for all upcoming events and sign-ups.
	+ Be sure to stay well stocked on gifts and books for our guests.

**Excellent Customer Service Practices**

* Be approachable and engage the guests; you should not stay stuck behind a table.
* Always aim to exceed our guests’ expectations.
* Make people feel comfortable and at ease, not tense or awkward.
* Always walk with guests to the places they are trying to locate; avoid just pointing them to a place.
* In all cases, ask for their information only after you’ve had a conversation with them.
* If you don’t have an answer for a question, let them know someone will get back to them.
	+ Get their information and pass it on to the A-Team coordinator.

**How to Host a First-Time Visitor**

The Guest Services team serves to create a special experience that exceeds the expectations of our first-time guests. Train yourself to think through the questions a new person or new family may have, and help answer their questions. You have the opportunity to help make Bethany their home. Assist people in finding a ministry or friendship that will possibly change the quality and course of their lives forever.

**Keys to Success**

* Think like a first-time guest: When you visit somewhere for the first time, what do you look for? What questions do you have? What is important to you?
* Smile: Keep a smiling face and let them know you’re glad they’re here.
* Introduce yourself: Be the first to say hello. Demonstrate interest by finding out their story. “Are you new to the area? How did you hear about Bethany? How did you like the service?”
* Learn their name: Nothing is more impactful than when you remember and call someone by name.
* Be observant: Do they have children? Do they have questions? Do they seem curious?
	+ If you happen to meet them before the service, offer to take them on a tour. If they have kids, show them the BKids and/or BTots rooms; introduce them to a BKids and/or BTots volunteer who will assist them with the check-in process.
* Offer them a gift: Present them with our selection of gifts to pick from.
* Find friends: Introduce guests to someone they can connect with (Bold youth, Collective young adults, men’s, ladies, Prime Timers, marriage and family).
* Pray: Ask permission to pray for any specific needs in their life, and answer any questions they may have.

**How to Host Someone in Need of Ministry**

The Guest Services team has the opportunity to minister to new believers and other guests who may need ministry. It is important to pray and prepare yourself before ministering to others.

**Keys to Success**

* Think like a new believer: Do you remember when you got saved? What is the most important thing that someone could have shared with you? As people approach the Welcome Center, introduce yourself, share your excitement with them about their decision, and ask how you can pray with them.
* Smile: Tell them how proud you are about their salvation decision.
* Introduce yourself and learn their name: Ask the person’s name. Remember it and use it frequently; this will make their experience more personal.
* Pray: Ask permission to pray for any specific needs in their life, and answer any questions they may have. Remind them that they have a brand-new life now, and that because they’ve been forgiven, Christ can begin to work on their behalf.
	+ **Please note** that this is not a time for counseling or deliverance. If more ministry is required, direct them to call the church, or set up a time to meet them during the week.
* Offer resources: Provide them with the *Life* book and a Bible.
* Inform: Let them know about the next time for water baptism. Encourage them to join the Next Steps Class, where they can receive information about how to connect at Bethany.
* Get their information: If they haven’t done so already, have them fill out a connection card, and let them know we’d love to continue to pray for them and help them with their new decision.
* Find friends: If time permits, introduce the person to someone they can connect with (Bold youth, Collective young adults, men’s, ladies, Prime Timers, marriage and family).

**Keep the Main Thing the Main Thing!**

* **The guest is the “main thing.”**
	+ Keeping your focus on the main thing eliminates distractions. You will create an excellent experience for guests if you remain focused upon them. It is easy to become distracted, but make sure that you are focused on making every guest feel special and at home.
* **Distractions to focusing on the main thing**

Here are some ways to combat distractions while you serve:

* + **Nonverbal communication and body language**

Be aware of your actions; they really do speak louder than words.

* + - **Emotion**
			* Your facial expressions matter. Make great, lasting first impressions.
		- **Energy**
			* Your body language should be positive and exude energy and excitement. Avoid negative and sloppy body language like crossing your arms, leaning against the wall, looking bored, etc.
		- **Gestures**
			* Simple gestures go a long way. Always go over and above to create a lasting impression on guests. Be creative!
		- **Communication**
			* Texting, phone calls, and cell phone use should be minimized.
		- **Food and drink**
			* Please keep food and drinks out of sight. It looks better and also frees your hands to host people in the most effective way.

**A-Team Volunteer Service Structure**

* Arrive one hour before service.
* Meet with your team and team leader.
* Attend the A-Team rally.
* Be in place 30 minutes before service.
* Recap with your team leader after service, as needed.

**Expectations**

* Be punctual.
* Be flexible.
* Be committed and dependable.
	+ Communicate with your team leader if you will be late or absent.
* Be a recruiter and connect with people.
	+ People can join the A-Team through *Next Steps* or an *A-Team Night*.
* Be an embodiment of the A-Team culture.

**Honor Code**

Bethany Church A-Team volunteers are encouraged to live a disciplined life that honors God and represents our core values. We ask that you make a commitment to:

* Pursue and grow in your love for Jesus and His church
* Have daily Bible reading and prayer
* Be a part of Christian fellowship (church services, B-Groups)
* Maintain regular church attendance
* Overcome any and all un-Christlike habits
* Mature in Christian character
* Refrain from sexual immorality (adultery, fornication, homosexuality, pornography)
* Refrain from illegal activities

Thank you for being on the team and making a difference!

You are bringing all people into the LIFE, FAMILY, and PURPOSE of God!