**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 Lobby Hosts**

* You are the face of Bethany in our lobbies.
* You set the tone for someone’s experience with God here at Bethany.
* You set the tone for energy and excitement before people get in the service.
* You are the LIFE of the lobbies.

**Lobby Host Team Members**

* **Door hosts** are positioned at the entrance doors, and they never allow guests to open doors for themselves. If you are a door host, this is your chance to serve and greet all of our guests. Always exude energy! You are the first face that our guests see as they enter the building.
* **Prep and outline hosts** prepare handouts, which are essential to every worship experience. They are stationed at the entrances to the auditorium and provide each guest with whatever materials we have prepared for them.
* **Mingling hosts** ensure that every guest is engaged and feels welcome in our lobbies. If you are a mingling host and see someone standing alone, take the opportunity to greet them and create a warm environment for them.
* **Coffee hosts** assist with preparing and serving coffee to our guests. They maintain cleanliness, order, and excellence at the coffee bar, ensuring our guests have a great experience.

**Practical Tips for Engaging Guests as a Lobby Host**

* **Smile and look them in the eyes.**
	+ Eye contact is key to making a face-to-face connection.
	+ Don’t look too long; it can become awkward.
	+ Don’t look too quickly; it can make them feel insignificant.
	+ Smiling shows that you genuinely care.
* **Speak into their life.**
	+ Words are powerful; they bring life and death (Proverbs 18:21).
	+ 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 are always appropriate.
	+ A gentle side hug is also acceptable.

**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. With all the activity and energy taking place in the lobby, it is easy to become distracted, but make sure that every guest feels that you are genuinely excited to see them at church.
* **Distractions to focusing on the main thing**

Here are some ways to combat distractions while you serve:

* + **Conversations**
		- Minimize socializing with other A-Team members while you are in your position.
	+ **Nonverbal communication and body language**

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

* + - **Stance**
			* Always try to face the guest, and avoid turning your back on them.
		- **Emotion**
			* Your facial expressions matter. Make great, lasting first impressions.
		- **Energy**
			* Your energy should be contagious. Your body language should be positive and exude energy and excitement. The level of anticipation a guest will have for a service is directly related to the level of energy and enthusiasm portrayed in the lobbies. Avoid negative and sloppy body language, like crossing your arms, leaning against the wall, looking bored, etc.
		- **Gestures**
			* Simple gestures go a long way. Here are a few ways you can best serve our guests.
				+ Position yourself in a place that will allow you to easily engage with guests and makes you approachable.
				+ Give guests handouts instead of waiting to be asked for them.
				+ Open doors, offer to carry baby carriers, offer umbrella bags on rainy days, lend an arm and escort a disabled guest to their seat, etc. 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 greet in the most effective way.
		- **Late arrivals**
			* A guest is always on time no matter when they arrive! Let them know you are glad they made it. After the sermon has begun, please be sure to assist arriving guests.

**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!