**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 Safety Team**

* You are the eyes and ears of Bethany Church.
* You create an inviting but safe environment for guests.
* You engage in internal and external building sweeps.
* You observe church attendees for suspicious behavior.
* You assist with check-in and check-out for the kids’ ministries.
* You assist with evacuations and medical situations.
* You maintain a distraction-free environment and help calm disruptions during service.

**Safety Team Positions**

* **Lobby watch:** Setting up in the lobby, while creating a friendly and welcoming environment, you will maintain watch over people who are entering the church for any type of suspicious activity.
* **Sanctuary watch:** Each campus has a layout of where each team member is stationed to maintain oversight over that area.
* **Next Gen overwatch:** These team members keep watch over our Next Generation ministries (BTots and BKids) by making sure that only approved individuals enter these areas and by assisting with check-out.

**Practical Tips for Success for a Safety Team Member**

* **Be on time every time.**
	+ This shows you are prepared for our guests.
	+ Guests should not walk by your position without you being there.
* **Stay alert at all times.**
	+ As the eyes and ears of the church, it is important that you are alert to what is going on around you.
	+ Always maintain a posture that shows you are alert and aware.
	+ Regardless of what’s happening on the stage, the sanctuary and guests should always be your main focus.
	+ Challenge yourself to stay focused on the entering guests.
	+ Even when it looks like traffic has slowed down, stay focused on entering guests.
* **Be proactive, not reactive.**
	+ Take steps to engage possible issues before they occur.
	+ Continually sweep your area.
* **Always communicate; never assume.**
	+ Communicate in plain language should you notice anything out of the ordinary.
	+ Don’t assume someone is seeing what you are seeing.
* **Smile and maintain eye contact.**
	+ Eye contact is key to making a face-to-face connection.
	+ This is a way to let everyone know you are engaged with what is happening.
	+ Smiling shows that you genuinely care.
* **Speak to the guests.**
	+ Words are powerful.
	+ Let them know you are glad they are here.
	+ If they appear lost, ask them if you can help them find something.
* **Stay positive.**
	+ Maintain a positive tone and positive attitude.
	+ Avoid using negative words or phrases. For example, say, “We are asking . . . ” instead of “You cannot sit here.”
* **Make it personal.**
	+ If possible, remember and use names.
		- Knowing who goes to our church is important in recognizing possible threats.
	+ 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.
* **Make everyone feel at home, but safe.**
	+ Regardless of the situation, people should always feel like they have walked into their home.
	+ People should feel comfortable and free.
	+ We never want to offend people or make them feel that they have done something wrong.

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

* **Guest safety is the “main thing.”**
	+ Keeping your focus on the main thing eliminates distractions. You will create an excellent and safe experience for guests if you remain focused upon them. With all we have happening on the stage and on the screens, it is easy to become distracted, but make sure you are watching for distractions.
* **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 guests, and avoid turning your back on them.
		- **Emotion**
			* Your facial expressions matter. A warm smile can melt a cold heart. Make great, lasting first impressions.
		- **Energy**
			* Your energy should be contagious. Your body language should be positive and exude energy and excitement. Avoid negative and sloppy body language like crossing arms, looking bored, etc.
		- **Gestures**
			* Simple gestures go a long way. Here are a few examples:
				+ Position yourself in a spot that allows you to easily engage with guests and makes you approachable.
				+ Use hand motions to invite guests to come to you.
				+ Be creative in providing assistance.
		- **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 help in the most effective way.
	+ **Late arrivals**
		- A guest is always on time no matter when they arrive! Let them know that you are glad they made it. After the sermon has begun, please assist arriving guests.

**Strategic Seating Plan**

Each campus has a unique strategic seating plan, which is communicated by the campus A-Team coordinator and security team lead. Regardless of what the plan is, always remember that people come first. We use things like stanchions or reserved-seating signs to help with our strategic plan.

* **Stanchions**

The campus A-Team coordinator or team leader will give instructions on when and how to use stanchions to achieve the seating plan for the campus.

* **Reserved-seating signs**

We use reserved-seating signs for special occasions like baby dedications, special guests, conferences, etc., or for guests in wheelchairs. It is best to always be aware of when the signs are used and where they are located in order to best serve our guests.

* **Other tips**
* Continue to seat guests in front sections until worship has ended. Once the sermon has started, please seat guests in rear sections. It minimizes distractions.
* Try to seat people with small children in the back rows; this allows them an easy exit if their children become fussy.
* If you notice a family entering with a small child, remind them that we have a wonderful children’s ministry. If they want to keep their child with them, kindly ask them to sit toward the back, and inform them of the parenting room that is available to them if their child becomes uncomfortable.
* Wheelchair seating is reserved in specific spots. Remove chairs as necessary to accommodate wheelchairs, making sure to keep the aisles clear in accordance with the fire code.
* During the service, one host should be stationed at each main entrance to assist guests.

**Handling Difficult Situations**

* **Crying child**

It is best to inform guests about options for their kids on their way in. Let them know about our BKids and BTots ministries, as well as the parenting room if they choose to keep their kids with them. If a child becomes a distraction, please notify your team leader or the A-Team coordinator.

* **Loud disturbances**

Anyone causing a loud disturbance or exhibiting a distracting spirit will be assisted by Bethany staff.

* **Suspicious person**
	+ Information concerning suspicious people or activities can come from all A-Team members. Check on reports with another member.
	+ Anyone who looks suspicious must be reported to our security team. Examples: someone walking toward the stage, someone who appears to have a weapon, etc.
	+ Security will work with law enforcement to end the situation as quickly and calmly as possible.

**Offering Procedures**

* **Giving on the way out**
	+ Each exit needs to have a sanctuary host with an offering bucket that is watched over by a security team member.
		- You are a presence to prevent people from grabbing and running.
		- Please note: Hands should NEVER go into the bucket.
	+ The security team will pick up the buckets at the appropriate time.
* **Passing buckets**
	+ Sections for passing buckets will be given by your team leader before service.
	+ Pay attention to the cues for being in place. When the pastor begins to pray over the offering, proceed to the front of the aisles as a team.
	+ Buckets are passed from left to right facing the stage.
	+ Make sure to coordinate pass-and-catch with the other team member assigned to your section. Count the number of buckets received to make sure you have the exact number of buckets passed by your section partner.
	+ Buckets are brought to the back of the auditorium and given to the team leader and security team.

**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, and pass on any needed information to the next service team.
* Communicate any issues to the team lead. This will be communicated in the weekend report and to the security director to follow up on.

**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 LIFE, FAMILY, and PURPOSE!