**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 Sanctuary Hosts**

* You are the face of Bethany in our sanctuary.
* You create an inviting environment for guests.
* You guide guests to the best available seats.
* You fill up seats in the sanctuary in an orderly fashion.
* You maintain seating order as people come into the sanctuary.
* You build up energy that encourages and uplifts others, and even the pastor, with strategic seating.
* You maintain a distraction-free environment and help calm disruptions during service.
* You receive tithes and offerings with offering buckets.

**Sanctuary Host Positions**

* **Door hosts** greet people with energy and enthusiasm as they walk into our sanctuary. Smile and make eye contact. Use hand gestures to move the flow of traffic from the door to the aisle hosts.
* **Receiving aisle hosts** invite and engage every guest who walks into our sanctuary and offer to assist them with the best available seats. Signal and communicate the number of people in the group to the seating aisle host, and walk with the guest to the host who will then seat them.
* **Seating aisle hosts** stay engaged and in communication with the receiving aisle hosts. These hosts stay aware of available seats, as well as reserved seats, and assist with seating guests, following the seating plan for their campus. The goal is to seat guests as close to the front as possible, while filling middle seats first, moving from the front to the back. This helps minimize distraction. Always remember that filling the front rows is a very important task.

**Practical Tips for Success as a Sanctuary Host**

* **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.** 
  + Always maintain a posture that shows you are expecting guests.
  + Regardless of what’s happening on the stage, the guests should always be your focus.
  + Challenge yourself to stay focused on the entering guests.
  + Even when it looks like traffic has slowed down, stay focused on entering guests.
* **Approach guests before they approach you.**
  + Be proactive.
  + Engage guests like a host at a restaurant.
  + This gives you greater control to serve them and assist them.
* **Smile and maintain eye contact.** 
  + Eye contact is key to making a face-to-face connection.
  + Smiling shows that you genuinely care.
* **Use gestures and hand motions.** 
  + This invites them to you.
  + It also helps provide direction for them.
* **Speak to the guests.**
  + Words are powerful.
  + Let them know you have great seats for them.
  + Ask them how many are in their group.
* **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.**
  + 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.**
  + Some people will gladly take you up on your assistance to serve them, while others may not.
  + Even when you are ignored or your offer is turned down, keep a smile on your face.
  + 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 like they have done something wrong.

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

* **The guest is the “main thing.”**
  + Keeping your focus on the main thing eliminates distractions. With all that is happening on the stage and on the screens, it is easy to become distracted. You will create an excellent experience for guests if you remain focused upon them. We always want our guests to feel at home.
* **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 your arms, looking bored, etc.
    - **Gestures**
      * Simple gestures go a long way. Here are a few examples:
        + Always make yourself approachable and accessible to guests.
        + Use hand motions to invite guests to come to you.
        + Assist guests in wheelchairs or who have other special needs.
        + 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 host 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 make sure to assist arriving guests.

**Strategic Seating Plan**

Each campus has a unique strategic seating plan, which is communicated by the campus A-Team coordinator. Regardless of what the plan is, always remember that people come first. Always put people before the plan. We use things like stanchions or reserved-seating signs to help with our strategic plan; however, it is always best to have a smiling sanctuary host to assist guests.

* **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 serve 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**

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.

**Offering Procedures**

* **Giving on the way out**
  + Each exit needs to have a sanctuary host with an offering bucket.
  + Positions are assigned to the hosts by their team leader.
  + Be sure to make it to your position with no distractions and in a timely manner before the service dismisses.
  + Remember to smile and thank guests for coming, and wish them well.
  + The security team will pick up the bucket from you 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 before passing and after receiving to make sure the numbers match for your section.
  + 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.

**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!