

HOST TEAM

Vision/Responsibilities



Host Team Positions & Expectations

The worship experience doesn't begin when the band plays, it begins in the parking lot, at the front doors, and continues in to every aspect of the worship experience. The following is a guide to help you become a great host so that everyone will receive what God wants for them when they come to Relentless to be equipped and inspired.

Positions

- A. Greeters:** Greeters love people and make them feel at home at Relentless. They welcome guests so that hearts are open to receive whatever God has in store. Greeters are also ready to resource guests with connect cards and materials and help guide people to different rooms/environments throughout our campus.
- B. Parking:** Parking lot hosts are the first impression of Relentless! These hosts help to make sure spaces are available and are easy to find! They also assist anyone in need of getting from the parking lot to the doors of Relentless.
- C. Communion/Baptism:** These hosts work behind the scenes to prepare both the elements and the environment for Communion times and Baptism celebrations throughout the year.
- D. Seating:** These hosts make sure that we have available seats for anyone that comes in to the worship center. As a growing house, we always want to make sure there's a seat available for everyone!
- E. Setup:** These awesome volunteers make sure flags, signs, and anything else outdoors is setup 60 minutes prior to the start time of all of our gatherings so that everyone feels welcome from the moment they pull in to our campus!
- F. Call to Worship:** At the start of our gatherings we like to open up in reading the Word of God from scriptures. These hosts read a passage all about worship and then lead the church in prayer; getting ready to worship God.
- G. Tithe/Offering:** While we don't "pass the offering plate" in this house; we do bring attention to worshipping God through tithes and offerings. The tithe/offering host leads us with a short message about giving so that the house is encouraged to give.
- H. Media/Lighting:** The Media /Lighting team is key in presenting song lyrics, announcements, teaching points, and all of the screen info during worship gatherings!

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Expectations

Be Ready

Facing toward the way people are coming makes an inviting atmosphere and helps people to feel welcome and that we are ready to receive them. If we have our backs turned to people, they will feel like they are an inconvenience. Always have a smile on! Make sure to be as inviting as possible by always standing and being ready to shake a hand, give a high five, a hug, or hand them a worship guide!

Stay in Place

Stay in place in the time you've committed to serve. People will feel welcome and appreciate that we waited to receive them even though they may be running late. Remember, as Hosts, we set the atmosphere for some people's first visit to a church or maybe a first visit after a long break. Let's make it a good one!

Language Matters

"Is this your first time?" If they have been coming for more than a couple weeks, they may feel offended that they are not recognized. Instead, say something like "I don't think we have had the chance to meet, my name is Tyler, how long have you been coming to Relentless?"

"Have a good day!" This may be fine for regulars but for new faces say something like "See you next Saturday!" or "I hope to see you at group on Tuesday!" Both of these examples show that they have been recognized and that they have a place waiting for them at the next event or worship experience.

Try as much as possible to use "we" when talking about any activity. When you say I or he or they, it seems exclusive and hard to be a part of. If someone is asking about the kind of worship on Saturday night instead of saying "they sing modern songs with high energy and a full band" try something like, "We worship to more modern music with a full band and the energy is high and we really get deep into worship"

We believe that the church is the body of Christ and we are a house within that body. So when you invite people in or are welcoming people, don't use phrases like "welcome to church" or "come to church", use phrases like "welcome home", "come be a part of our house" – refer to us as a house, not a church.

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We do not invite people to a Saturday night service, we invite people to our worship gathering, use “worship gathering” instead of “Service”

We do not have connect groups, small groups, or cell groups. We call them “Groups” and “Classes”

Always point back to the vision. When people are asking questions about anything, make sure that you always point the answer back to either our vision or one of the core values.

Host Team Culture

Teams are how we empower and equip the people of our house in serving God through their talents, skills, and abilities so that we can see people come alive in Christ. Every person serving on any team in this house exhibits these qualities:

Honor

We will honor the family of this house, and God, by being on time for any scheduled volunteer positions; arrive early enough so the team may start promptly at the planned time. Being on time reflects your level of commitment. We understand that life happens, so please contact a team leader when something happens last minute that interferes with a scheduled time. We live a lifestyle of honoring the decisions of leadership, and supporting the Relentless vision. We do not talk negatively about anyone in leadership or anyone in this house.

Community

We commit to trust others within healthy boundaries and to affirm, build, and encourage others and resolve conflict with forgiveness and reconciliation. We commit to walk in unity with grace and truth and being accountable to others that we might produce fruitful returns. We commit to having fun as a team and family!

Communicate Effectively

Have questions? Have a new idea? Getting distracted or frustrated? Something bothering you? Talk to us. Let the team leader know of any concerns, changes in schedule, potential absences, emergencies or illness. We're here to serve and equip you to grow and succeed as a passionate follower of Jesus.

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Have the support of family

It is important that your family supports your involvement in this ministry and accepts the necessary time commitment, which is not insignificant. Your family should always be your priority when considering your involvement in any ministry.

Be Humble/Teachable

It is incredibly easy to focus on ourselves. Always remember the One who gave you your talent/skill/abilities and serve with an attitude of humility is essential. Our talents can always be developed and improved, and we should be willing to humbly accept direction and constructive criticism from others and learn from it.

Be modest in dress - be aware of your appearance. Be comfortable, but be appropriate. Ask yourself – does what I wear distract others from worshipping Jesus? If the answer is yes, change your outfit.

Be a reflection of Christ—we ask that should at any time during your involvement you feel your personal life or conduct is not reflecting what we are about or what Christ would have, that you voluntarily step down until the situation changes.

Host Team Leader

The Host Team leader is responsible in making sure all of our volunteers succeed in the areas they are serving and finding more volunteers that want to serve. Our goal is to not expect people to serve every week; rather enough volunteers so everyone only has a 1x per month commitment.

The Host Team leader leads a huddle after pre-gathering prayer to remind the volunteers, for that gathering, of their roles, celebrate them, and equip them to go become great hosts for the night!

The Host Team leader should always celebrate their team and make sure they are honored and know they are valued as assets to this house.

We are a family of God where love is always our goal and the presence of God is always experienced!