

IMPRESSIONS TEAM

Vision/Responsibilities



Impressions Team Positions & Expectations

The worship gathering 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 gathering. 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. 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!
- D. 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!

Expectations/Culture

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!

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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 _____, 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 house gathering 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.

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”** or **“come be a part of our house”** – refer to us as a house, not a church.

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 invite people to find **“rooms”** like **“house gatherings”**.

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.

What We Do

Tours & Being a Host

While one greeter stays at the door, offer a first timer a tour. Show them where the restrooms are, where the free coffee is, share what STIR is all about, if they have kids let them know where the kids room and nursery is. We want to let them know all we have to offer and walk them through the house. Point out our vision/values wall. Host them in this gathering!

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Connect Card

Connect cards are how we get info so we can follow up with our guests with texts, calls, emails and schedule meetings to get to know them and invite them to be a part of this house. One of your goals is to get every first timer to fill out a connect card. You can hand them a green connect card to fill out by pen, or walk them to our welcome home desk to fill it out digitally on an iPad. After filling out the connect card, give them a “first time guest connection card” so they can scan the QR codes to find a room, sign up for foundations, and/or request a meeting with any of the lead team.

Seating

Walk guests to the worship center, offer them a water or coffee, simply be present. They may not know where the worship center is, so we want to walk with them, talk with them, and let them know they are welcomed from the moment they walk in the door by showing them where they will be worshipping with us! Ask them where they would like to sit and assure them you’ll help make space for them!

Parking

When people drive in, make sure you are present, smiling, and waving with a welcome. Direct everyone to park in the front portion of the lot, filling up spaces in front of the church doors first to make parking flow smoother as our guests and family arrive. They won’t be looking for a space, because open spaces are obvious to the eye. Encourage everyone to use the main entrance doors located directly across from rKidz. We want visitors to come through these doors so we can host them!

2nd Touchback

At the end of our gathering, make sure to find the guests and thank them for worshipping with us. Make sure to use their names and tell them you’re looking forward to seeing them again soon. Let them know you are glad they came and are welcome in this house!

Facilities

We always want to make sure our gathering space is maintained in a spirit of excellence so that there are no distractions when we come together in worship. We want to honor the physical house that God has provided in everything we do; and it all starts with keeping our facilities clean!

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- A. Floors:** Hardwood floors are swept and mopped. Carpeted areas are vacuumed.
- B. Worship Center:** Trash is picked up. Chairs are straightened.
- C. Coffee Area:** All items are stocked, re-stocked, and area is cleaned/wiped down.
- D. Trash Cans:** All trash cans in worship center, outside, and in every room throughout the campus are emptied and replaced with new trash bags.
- E. Kids Areas:** All rKidz environments are cleaned after each gathering. Please go behind our rKidz staff to ensure trash cans are emptied and floors are cleaned.
- F. Worship Guides and Resources:** Make sure all resources are re-stocked and filled in the foyer.
- G. Inventory:** Please make sure all items for cleaning, pens, worship guides, cards, and more are accounted for and re-ordered as needed. We never want to run out of a resource or item; we want to always stay stocked and ready at all times!
- H. Bathrooms:** Please make sure all bathrooms are cleaned (floors, sinks, toilets) and all items in the bathrooms re-stocked.

Impressions 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.

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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.

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.

Impressions Team Leader

The Impressions 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.

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The Impressions 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 Impressions 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!