



NORTH POINT GUEST SERVICES

LEADER GUIDE

LEADERS MAKE A DIFFERENCE

Culture isn't established overnight. It is developed one interaction at a time and is a series of consistent experiences with one another. Our culture in Guest Services is dependent on individuals like you who are willing to help define and adhere to a particular direction designed to create the best volunteer culture and guest experience possible.

Our goal is to create a church unchurched people love to attend. And in Guest Services, our teams are the first to engage our guests and are the last impression as they leave. Guests will care more about the way we made them feel than any information they may receive. The guest experience is the differentiator.

Our leaders also make the difference in ensuring the volunteer experience is great by taking responsibility for communication and creating a sense of community with the volunteers assigned to your team. Your leadership sets the tone for consistent attendance, committed service, and volunteer satisfaction. Our staff will do everything we can to set you up for success, but it's leadership that will determine our volunteer culture.

CHURCH MISSION

Our church's mission is to inspire people to **follow** Jesus by engaging in the life and mission of North Point Community Church

CHURCH VISION

Our vision is to create churches **unchurched** people love to attend

GUEST SERVICES MISSION

To make it **easy** to **experience** and **engage** in the life of our church

GUEST SERVICES VISION

Create an experience for guests and volunteers where everyone feels welcomed and known.

ROLE OF THE GUEST SERVICES LEADER

The role of the leader is to provide **leadership, accountability,** and **care** for a group of volunteers who share the common purpose of ensuring everyone in our church feels welcomed and accepted.

GUIDING QUALIFICATIONS

The staff at North Point looks for the following qualities in potential candidates for leader roles.

1. Has a personal, growing relationship with Jesus Christ
2. Has participated or is willing to participate, in a believer's baptism since placing their faith in Jesus
3. Recongnizes the Bible as the authority of their life.
4. Has the time, emotional capacity, and moral discernment to lead and care for a team

BECOMING A LEADER

A candidate interested in serving as a leader in Guest Services will follow these steps:

1. Complete the online application for leadership.
2. Interview with staff.
3. Sign the Leader Agreement.



LEADERSHIP VALUES

1. Consistency
2. Communication
3. Community

CONSISTENCY

To create a consistent experience for guests and volunteers, a leader needs to be able to create consistency in:

- Systems in leading and communicating.
- The team's attendance and visibility on Sunday mornings.
- Volunteers' roles on Sunday mornings.
- Accountability for following procedures developed by North Point staff, including dress code and attendance.

COMMUNICATION

Overcommunicating information is better than undercommunicating. This doesn't necessarily mean more words, but consistent and frequent updates will go a long way in creating a sense of stability within your team. A leader needs to be able to:

- Remain the primary person that conveys information about additional opportunities to serve, special events, church updates, or personal updates.
- Prioritize communication with the North Point staff and respond to any inquiries in a timely manner.
- Communicate regularly, effectively, and in advance.
- Ensure volunteers understand their roles and what to expect.
- Discover and utilize modes of communication to reach the team.

COMMUNITY

Teams are not meant to be small groups; however, we know that many people are serving for the first time and want to feel known and needed. We ask leaders to:

- Prioritize Sunday and non-Sunday check-ins.
- Prioritize and encourage relationships with team members.
- Allow opportunities to share and submit prayer requests.
- Encourage team members in their life situations and follow up when someone shares.
- When it seems necessary, meet one-on-one with a volunteer to guide them, help them process a life circumstance, or encourage them to take a next step in their faith.
- Plan two activities annually (outside of serving on Sunday) to get together.
- Send personalized notes to new team members and acknowledge birthdays.

SUNDAY LEADERSHIP

WEEK BEFORE YOU SERVE

1. **Send a reminder** to volunteers either via email or text early in the week to confirm their attendance.
2. **Ask volunteers to respond** with a yes or no regarding their availability to serve on Sunday and with any prayer requests.
3. **Monitor responses** and inform a staff representative immediately if it is determined the guest experience will be compromised.
4. **Follow up** with anyone who did not notify about an absence who shared a prayer request.
5. **Fill available positions prior to arriving on Sunday** by matching positions with volunteers most suited for those roles.



DAY OF SERVING

1 ARRIVE.

- Arrive 30 minutes before the team.
- Check in on iPad.
- Get a radio and ensure it's on the proper team channel.

2 CHECK POSITIONS.

- Add the team positions to the board in the volunteer room.
- Remain flexible to make necessary adjustments.

3 ATTEND PRESERVICE MEETING.

- Relationally connect with other leaders and staff.
- Discover and adjust to last-minute modifications.
- Understand plan for the service that day.

4 MEET WITH THE TEAM.

- Ensure everyone has checked in on the iPad and has a nametag.
- Ensure new volunteers know where to go.
- Pray with and for everyone on the team.

5

HAVE EVERYONE IN PLACE ON TIME.

- Ensure everyone is guest-ready at least 30 minutes before the start of the service.
- Ensure everyone remains in place during the service and 30 minutes after the service.

6

MANAGE THE ENVIRONMENT.

- Remind volunteers to enjoy food and beverages in the volunteer room only.
- Help solve situations with guests.
- Let staff or the support team know if anything needs to be repaired, replaced, or replenished.
- Be present with team members throughout the service.
- Remain in your leadership role by delegating tasks.
- Ensure the team is focused on the guests throughout their serving time.

WEEK AFTER SERVING

1 FOLLOW UP.

- Reach out to anyone who indicated they would be present but was not.
- Follow up on significant prayer requests or life events concerning the volunteers.
- Follow up with staff (via phone, text, in person, or email) regarding roster changes, raising awareness of personal situations with the team, or general support.

2 MASTER THE ROSTER.

- Ensure everyone listed is active.
- Make changes to personal contact information.
- Monitor attendance.
- Communicate all changes to your staff representative.



ONGOING MANAGEMENT

1 MAINTAIN THE LEADER VALUES.

1. Consistency
2. Communication
3. Community

2 ATTEND MEETINGS.

- Attend two leader meetings per year (calendar will be sent at the beginning of each year).
- Schedule a one-on-one meeting each year with staff representative (dates will be decided by staff member and leader).





We take leadership at North Point seriously. We want to ensure that our leaders are top-notch, capable of shepherding a group of volunteers that vary in spiritual maturity.

We rely on our volunteer leaders to come alongside our staff in accomplishing the mission of inspiring people to follow Jesus and helping us fulfill our vision to create churches unchurched people love to attend.



OUR LEADERS REALLY DO
MAKE A DIFFERENCE!

THANK YOU FOR JOINING
US IN OUR MISSION.



