



GUEST SERVICES

Ministry Handbook

A MESSAGE FROM *our pastors*



Hello Guest Services Team!

Thank you for being a part of such an integral serve team here at Wellspring. Every Sunday, or Event, you have a great opportunity to serve God by serving others with your passions, kindness, talents and testimony.

When you come prepared to notice others, intentionally engage with them and serve with excellence- you are leading the way and helping people to encounter God and make a change in their life.

Leading others in this way is not only an honor but a great responsibility. Thank you for giving it your all and for realizing that every Sunday is **SOMEONE'S SUNDAY** where they accept Jesus as their Lord and Savior.

As you help to create purposeful environments and interactions here at Wellspring, you are greatly impacting the Kingdom.

Thank you and God bless you,

Pastor Joey + April Adkins

WELCOME!

At Wellspring, we believe in creating a welcoming and joyful environment where all people feel the Love of Jesus, that they're seen and know that they belong. That requires a team of people like YOU willing to serve with their time, energy, and creativity.

Our Guest Services team has one goal – connect with people and make sure they have a spirit-led encounter that helps them continue to take steps in their relationship with Jesus and their community

We are so blessed to have you join our serving team while touching the lives of those who attend our church.

Welcome to the team!





WHY WE EXIST

To lead people to become fully engaged followers of Jesus!

OUR PURPOSE

Our purpose is to create a welcoming environment where everyone who enters our property feels loved, seen, involved and included.

SERVING POSITIONS

- Greeting Team
- Prayer Team
- Parking Team

TEAM MEMBER EXPECTATIONS

- Welcome people with a friendly smile and positive attitude.
- Park in overflow parking when serving.
- Complete Training Videos
- Become familiar with Planning Center (videos available)
- Attend church services regularly
- Attend Wellspring Culture
- Be obedient to God in his leading during prayer times
- Grow to become more like Jesus
- Be ready to pray for people at any moment



PLANNING CENTER ONLINE

We use PCO as our online hub for all service details, scheduling, and resources. **Team members receive requests for services via email or the mobile app, and they can choose to accept or decline** – we ask that you respond within 7 days of receiving the request so we can either count on you or replace your spot with someone who is available.

ACCEPTING

When **ACCEPTING** a request, you have considered the date, the time commitment, and are confirming you would like to serve.

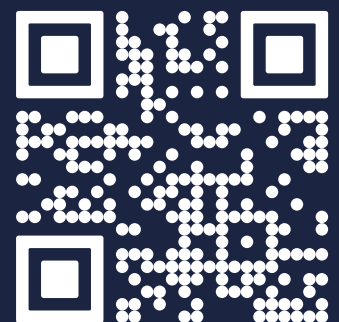
DECLINING

When **DECLINING** a request, we just ask that you let us know the reason. Need that weekend off to rest? Have a scheduling conflict or vacation planned? Your Director wants to know what's going on in your life and how they can celebrate or support you.

BLOCKOUT

The **BLOCKOUT** feature is a great way to let us know ahead of time when you know you won't be available. Vacations, events, and even pre-planned rest are perfect reasons to blockout.

SCAN HERE TO VIEW OUR PLANNING CENTER TUTORIAL



GREETING TEAM

GREETING POSITIONS

- **Outdoor Greeting:** Standing at the door making people feel noticed with a smile and ready to assist a church family in any way.
- **Indoor Lobby Greeting:** Making people feel noticed with a smile and ready to assist a church family in any way and helping them get connected if they are new.
- **Ushers:** Pass and collect offering buckets in your assigned station, with a smile at the beginning of service when directed by the "MC" leading the service.
- **Guest Services Table/Desk:** Standing at the desk ready to answer questions, collecting "Let's Connect" cards, and providing first time guests with "Welcome book" and gift.
- **Service Coordinator:** Assist in leading the Guest Services Team. Coordinator conducts a service huddle with team in which they will cast vision, communicate information, and pray for the volunteers at the beginning of the service.

TIME COMMITMENTS

Sunday Service:

- 30 minutes before service starts.
- 10 minutes after service ends.

DRESS CODE

- Green "Team Wellspring" Shirt
- Guest Services Name Tag
- Length appropriate dresses, skirts, and/or shorts



PRAYER TEAM

PRAYER POSITIONS

- **Weekend Prayer Partners:** In groups of two, prayer partners will gather in-front of the alter and pray for church attendees as they come forward. Don't forget, grab a MINT :)
- **Service Prayer Team:** Your entire goal is to be praying over our gatherings, for miracles, encounters, and the presence of God to be evident in every area of our "4" walls. You are an intercessor for Wellspring.
- **Service Coordinator:** Assist in leading the Weekend Prayer and Service Prayer team. Coordinator conducts a service huddle with team in which they will cast vision, communicate information, and pray for the volunteers at the beginning of the service.

TIME COMMITMENTS

Sunday Service:

- 30 minutes before service starts.
- 10 minutes after service ends.

DRESS CODE

- Green "Team Wellspring" Shirt
- Guest Services Name Tag
- Length appropriate dresses, skirts, and/or shorts



PARKING TEAM

PARKING POSITIONS

- **Station 1 - Main Entrance:** This station controls the main flow of traffic, as well as greets those as they enter the parking lot. Station 1's main responsibility is to direct vehicles toward Station 2.
- **Station 2 - Parking Spot Flagger:** Post is located at the south end of the middle rows of the parking lot. This attendant will direct (with flag) vehicles toward rows with open parking spots!
- **Station 3 - Exit:** Station three is in the grass lot helping the overflow parking lot run efficiently.
Important: Make sure the exit gate on college Ave is open!
- **Set Up/Tear-Down Crew:** Put out A-Frame signs, Welcome flags, arrow signs, overflow sign and exit signs. These are in the white storage unit located near the overflow fence and inside the café storage room. Set-Up is done by the 8:15 service crew and tear down and done by the 11:15 service crew.
- **Service Coordinator:** Coordinator conducts a service huddle with team in which they will communicate information and pray for the parking team volunteers.

TIME COMMITMENTS

Sunday Service:

- 30 minutes before service starts.
- 10 minutes after service ends.

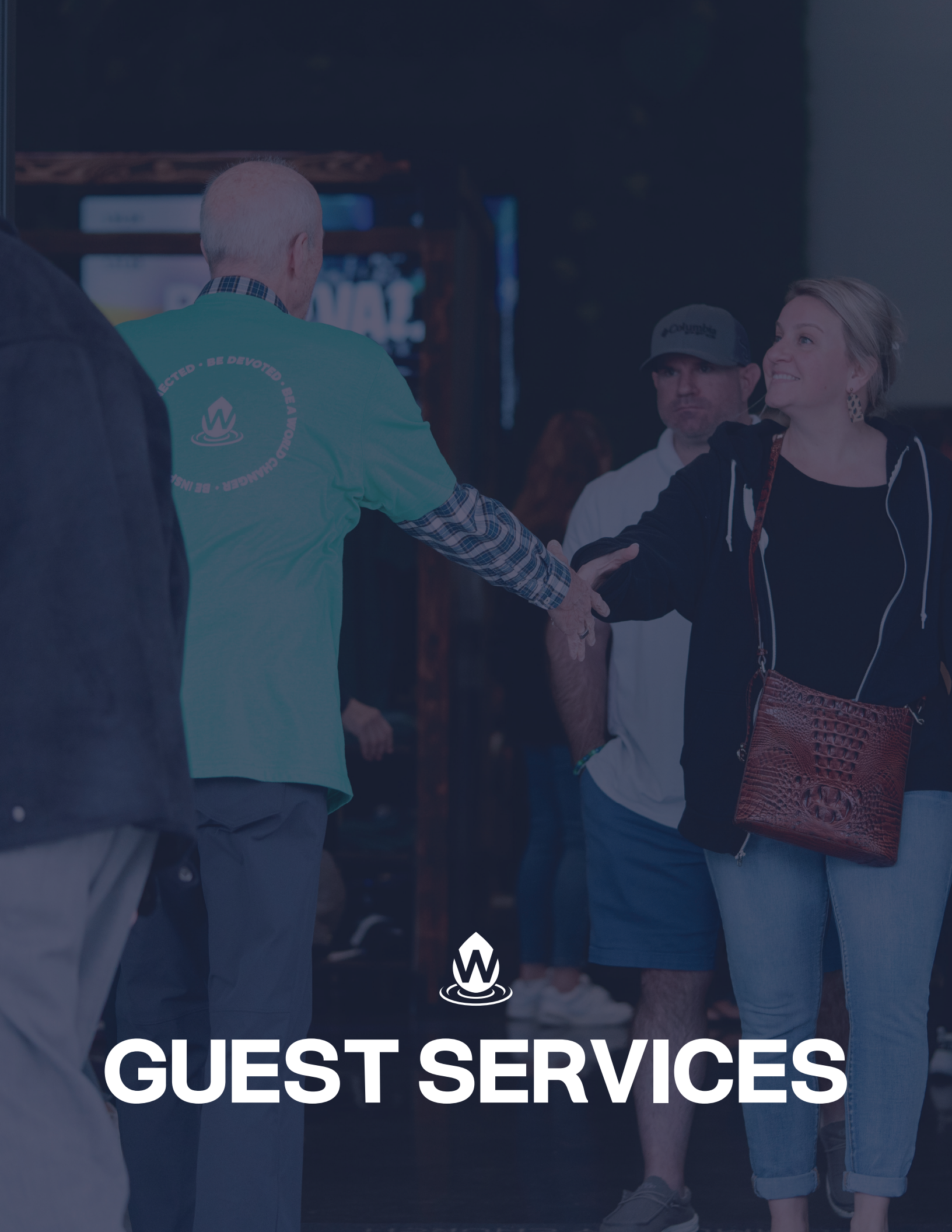
Training Meetings:

- As scheduled by the Guest Services Department.

DRESS CODE

- Green "Team Wellspring" Shirt
- Orange Safety Vest
- Guest Services Name Tag
- Dress according to weather conditions





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