

MINISTRY PLAYBOOK

GUEST SUITE TEAM

SEPTEMBER 2023 // WORKING DOCUMENT
THIS PLAYBOOK IS STILL IN DEVELOPMENT



GRACE CHURCH

STATEMENTS & VALUES

Vision Statement

We are one church in many locations, multi-cultural and multi-generational, spreading the hope of Jesus until everyONE hears.

Mission Statement

We want everyone to Encounter God, Grow in Grace and Knowledge, Engage in Community, and Go Make a Difference.

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YOUR JOURNEY AT GRACE

ENCOUNTER

Salvation.

Baptism.

New Believer's Course.

GROW

Membership Class.

Campus Social.

ENGAGE

Life Groups.

Freedom.

The ONETeam.

GO

Family.

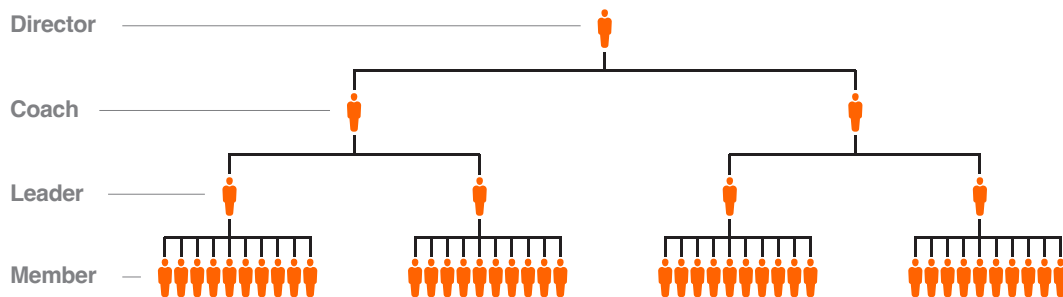
Community.

Missions.

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THE LEADERSHIP PIPELINE



Director.

ONETeam Directors provide leadership, development and accountability for ONETeam Coaches. As a member of the Campus Lead Team, these Directors turn strategy into action and ensure the objectives of the ministry playbooks are met.

Coach.

ONETeam Coaches support ONETeam Leaders. These dynamic individuals are focused on leading teams of 1 to 5 ONETeam Leaders.

Leader.

Teams are made up of no more than 10 Members, led by a ONETeam Leader. The role of the Leader is critical to “running the play” for the ministry.

Member.

The backbone of volunteerism at Grace Church is The ONETeam Member! These are the hands and feet of ministry.

This illustration represents the Leadership Pipeline in an ideal state. This will be developed over time with Campus Leadership.

STATEMENT OF PURPOSE

The Guest Suite is an opportunity for us to connect with guests on a personal level. As such, we have the unique opportunity to set a positive tone for each person by warmly welcoming them and providing assistance as needed. We are committed to do anything, everything or nothing at all, to ensure our guests have an excellent experience. Our vision is to be the “bridge of information” that connects our first time and repeat guests to the heartbeat of Grace Church. The Guest Suite will help others by greeting them with a great smile, providing helpful information and clear directions to help reduce fears associated with attending a large church.

ROLES

Team Organization Chart

Campus Pastor

**Associate Campus
Pastor/Director**

**Next Steps
Director**

**Guest Suite
Coach**

**Guest Suite
Leader**

**Guest Suite
Member**

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POSITIONS

Below are the roles associated with the organization chart above. Remember, this pipeline is designed to scale with the size of the department and campus. These roles have been listed in order of what is recommended to scale to.

Next Steps Director

Will oversee Guest Suite at your assigned campus within the model and programming described below.

Guest Suite Coach

Reports to Next Steps Director and oversees Team Leaders at the campus, ensuring leaders are resourced, trained and consistently engaging with their teams.

Guest Suite Team Leader

Reports to Coach and oversees Team Members. They lead and train Team Members to welcome guests, answer questions and help direct people around the campus. This team should be acutely aware of Grace's calendar and current events, organizational structure, areas to serve, etc.

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POSITIONS

RESPONSIBILITIES

The Guest Suite is to be a bridge of knowledge that informs our visitors on how to connect with Grace Church. We want to connect with our visitors and give appreciation and honor for their choice to worship here at Grace Church. It is important to orient our visitors on all the ministries available at Grace Church through our various Life Groups, serve opportunities and to help direct them towards membership.

Before Service

- *Arrive on time and check-in.*
- *Ensure the environment is set up with needed items. (Next Steps Guides, pens, giving envelopes).*
- *Make sure the TV is on.*
- *Make sure iPads are on and set to the online connect card (if applicable at your campus).*
- *Make sure the area is clean and presentable.*

During Service

- *Know and be prepared to answer questions about the history of Grace Church.*
- *Know and be prepared to answer questions/direct people with information concerning Kids Ministry, Youth Ministry, Membership Class/Campus Social, Life Groups, etc.*
- *Be familiar with the Grace Church App and be able to walk someone through how to use it.*
- *If someone has an immediate prayer need, take the time to pause and pray with them or direct them to the campus leadership.*
- *Be informed of our options for counseling and financial assistance.*
- *Serve when scheduled. If you realize that you will no longer be able to serve at a scheduled time, please contact your Team Leader and work to fill your spot with another Team Member.*

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RESPONSIBILITIES

After Service

- *Check your serve area for debris, personal items, and cleanliness to always “leave it better than we found it.”*
- *Restock resources.*
- *Put physical connect cards at the proper location (determined based on campus).*

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RESPONSIBILITY

ENVIRONMENTS /MATERIALS

-
- *Designated Guest Suite or Welcome Center*
 - *Next Steps Guides*
 - *Physical Connect Cards*
 - *Departmental handouts*

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ENVIRONMENT
/MATERIALS