

# GUEST SERVICES GUIDEBOOK



# WELCOME

Welcome to Guest Services at CrossPoint Community Church! We are so glad you're here and have taken this step to serve alongside the rest of us. Thank you for your passion to help us create environments that breed loving connection between the people God will bring onto our campus each and every week. We strive to be a church family where anyone who is seeking Jesus can belong as we worship, live, and rescue like Jesus. We couldn't do it without you!

You are helping to create environments where life-change happens and our hope is that you will find great significance in being involved with this team. Our guests can find connection because of you, so thank you for your heart of service.

# CREATED FOR CONNECTION

OUR VISION

**WE BELIEVE  
THAT EVERY  
HUMAN  
BEING WAS  
CREATED FOR  
CONNECTION  
WITH GOD  
AND OTHERS**

Jesus always created environments of connection. In His presence, outsiders felt welcomed, hard-hearted souls felt challenged, the unlovely felt loved, and the needy felt full.

The environments that we create at CrossPoint Community Church are tasked with being places that breed connection amongst and between everyone that God brings onto our campus. Each person that walks onto this campus has been created by God for connection and is worth being known and loved, regardless of their posture toward Jesus or their interactions with others.

God has placed us, His church, in this city to be a lighthouse of safety, acceptance, and love for our neighbors. While this mission is a whole-church mission, its outworking begins with those of us that God has created with a passion for others and a conviction to welcome them - it begins with our Guest Services Team.

**Created for Connection** We believe that every human being was created for relationship with God and others. As a result, we will craft environments that encourage relationship between our guests and God, and our guests and the community that He is forming here in our midst.

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**Defining Connection?** In helping to foster relationships throughout our environments, we must commit to being ***accessible***, ***joyful***, and ***helpful***.

01

**We will be accessible.**

**In order to create connection, we must be approachable and inviting.**

Accessibility means that we intentionally position ourselves so that guests can easily and confidently approach us.

Because we exist to engage and serve our guests, everything we do and everywhere we are must be easily approached, clearly communicated, and expressly inviting to anyone looking on.

02

**We will be joyful.**

**In order to create connection, we must be joyful and encouraging.**

Joyful connection means that our interactions will leave our guests in a better state than when they arrived.

As one of the first interactions for a guest, we have the responsibility of setting expectations. Our desire is that guests will leave us with greater expectation and belief in what God desires for them.

03

**We will be helpful.**

**In order to create connection, we must be helpful and quick to serve beyond expectations.**

Helpfulness is a call to exceed and beyond what is asked as we seek to serve those on our campus.

In Guest Services, we need to be quick to go above and beyond any request. We get to walk with guests, find answers to questions we don't know, and do our best to care for guests in any way we possibly can.

# KEY ENVIRONMENTS

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**ABOVE ALL,  
LOVE EACH  
OTHER DEEPLY  
BECAUSE LOVE  
COVERS OVER  
A MULTITUDE  
OF SINS.**

**1 PETER 4:8**

## **WORSHIP CENTER**

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This is our all-church venue each Sunday morning at 9 am and 10:45 am. We want every family to be part of this gathering where we worship together, receive scriptural teaching, and grow together as a church family.

## **PEER COMMUNITY GROUPS**

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Our peer community meetings on Sunday mornings are life-stage based groups focused on applying the teaching we receive together in the service.

**Life Together** meets during our 9 am service and provides community for young couples up into their early married years.

**Family Life** meets during our 9 am service and is a community of families in their child-raising years.

**Life Shift** meets during our 10:45 am service and builds community for individuals and families with adult children and beyond.

**Pacesetters** meets during our 10:45 am service and is a community group for individuals in their senior years.

## **CROSSPOINT KIDS**

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CrossPoint Kids serves all children from birth through 5th grade and meets during both the 9 am and 10:45 am services. We want our children to learn about Jesus and His great love for them.

## BRIDGES MINISTRY

Part of CrossPoint Kids, Bridges is a special needs program with one-on-one buddies to help those with special needs learn about and encounter Jesus each Sunday morning.

## STUDENT MINISTRIES

Sunday

**Middle School** meets during our 9 am service and provides an environment for our middle school students.

**High School - Serve U** is our program for helping high school students serve during our Sunday morning services.

Wednesday

**CrossPoint Students** is the main gathering of our middle and high school students. This is a place for students to grow in their relationship with Jesus and find community with other students.

## COLLEGE / YOUNG ADULTS

Our young adult ministry gathers on Sunday evenings in the Pavilion and offers small-group based community. This gathering is aimed at young adults wanting to grow in their relationship with Jesus.

## WOMEN + MEN

At CrossPoint, we have small community groups for both women and men. Both types of groups meet on various days throughout the week and are based around biblical study and community.

**THE KING  
WILL REPLY,  
"WHATEVER  
YOU DID FOR  
ONE OF THE  
LEAST OF  
THESE, YOU  
DID FOR ME."  
MATTHEW 25:40**

## **HOME GROUPS**

CrossPoint has a growing number of community groups that meet in homes throughout the week. These groups provide community and relationship for any age and gender.

## **MONDAY NIGHT CHURCH**

Monday Night Church is a rescue ministry focused on sharing the love and hope of Jesus through a hot meal and resources for those in need. This is an incredible place to serve and rescue like Jesus did.

## **RALSTON TOWER**

Our Ralston Tower ministry is an ongoing service to our neighbors at Ralston Tower (an elderly, low-income apartment building). This rescue ministry is open to any age and gender that would like to build relationships and share Jesus' love with our neighbors.

# GUEST SERVICES

## SUNDAY DETAILS

### Sunday Schedule

- Our guest services roles are scheduled to serve on a recurring basis, at a minimum of once monthly for each service.
- Each week, we will have two Guest Services team meetings.

9 am Service Teams	meeting at 8:20 am
10:45 am Service Teams	meeting at 10:10 am

- These gatherings will allow any important information to be shared, team members to spend time with each other, and assignments to be given out. Please make this a priority.
- Most assignments are for one complete service. While we know this has a cost for each of us, you serving through a whole service makes it possible for others to meet and follow Jesus.
- Depending on your role, you may be able to leave your designated position for a number of minutes during the service. Please don't plan on that being your time to attend a service, instead engage with others on campus or take a moment to rest.

### Dress Code

- Weather-appropriate casual clothing is required. Please carefully consider others as you choose your clothing and check with your team leader with any questions.



**GOD  
SETS  
THE  
LONELY  
IN  
FAMILIES.**

**PSALM 68:6 (NIV)**

# OUR TEAMS

## CAMPUS HOSTS

### OVERVIEW

**Campus Hosts** welcome all guests that step on to our campus and are assigned to specific locations. **Campus Hosts** are responsible to greet those entering our campus, assist guests with finding their appropriate location, and answer any other questions guests may have (or be prepared to find the answer to any questions).

### WHEN YOU SERVE:

- **Campus Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- When scheduled, you will be designated a shift for one of the following time slots.

9 am Service	8:30-9:25 am
10:45 am Service	10:10-11:05 am
after 10:45 am Service	12:05-12:30 pm

- The **Campus Host** team should be in their assigned positions 30 minutes before the worship service begins.
- It is important to remain in position well into the service for late-comers to feel welcomed and to assist new guests (remain at your location until 25 minutes into the service)

### WHERE YOU SERVE:

- One of our four campus zones. (see map on page 21)

## PARENT-CHILD ROOM HOSTS

### OVERVIEW

The **Parent-Child Room Host's** role is to be a friendly and welcoming presence for those families who are using the Parent-Child Room. While The Parent-Child Room is not a permanent place for families, we exist to help families connect with Jesus during times when they temporarily cannot attend CPK or attend in the Worship Center.

The host is responsible for creating an environment that allows parents to engage with the worship service, encourages them toward CrossPoint Kids (or an appropriate presence in the Worship Center), and builds loving relationships with the parents and children.

### WHEN YOU SERVE:

- **Parent-Child Room Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- You will have an opportunity to get information on the current Sunday, ensure the room is clean and setup, and to pray for the people who will be in the environment.
- The Parent Child Room Hosts should be ready to receive guests 30 minutes before the worship service begins.

### WHERE YOU SERVE:

- Parent-Child Room (Park Place)

## LOBBY HOSTS

### OVERVIEW

The **Lobby Host's** role is to be the main welcome, assistance, and support for those entering the Worship Center. The **Lobby Hosts** are responsible for greeting those entering the Worship Center, assisting with any needs, (small children, people with special needs, etc.) and helping late-comers enter the Worship Center after the service has started.

### WHEN YOU SERVE:

- **Lobby Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- Each service will have three lobby hosts positioned inside the Worship Center lobby. These positions are floating and are not to be tied to any specific entrance.

The three internal lobby positions are responsible for looking out for and greeting guests/visitors, assisting with any questions, and being a welcoming presence.

- Once the service has begun, the **Lobby Hosts** remain inside the lobby to assist late-comers, help direct them to enter through the outside doors and to help families find the Parent-Child Room or other campus destinations.

### WHERE YOU SERVE:

- Worship Center Lobby (see map on page 19)

## USHERS

### OVERVIEW

The **Usher's** role is to be available inside the Worship Center to help individuals find seating, greet guests, and to offer assistance to anyone in the usher's designated section. Ushers are also responsible for conducting the offering in each service.

### WHEN YOU SERVE:

- **Ushers** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- Each **Usher** will be given a designated section to look after during their assigned service. Our desire is that you would be assigned the same section each week to help in building deeper relationships and connections. Our goal is for each section to have two **Ushers**.
- As people arrive, greet them, let them know you are there to assist if they need anything, and offer parents with children information on CrossPoint Kids and the Parent-Child Room.
- Once service begins, take a seat toward the back of your section and continue to look for ways to serve those in your section. Sitting toward the back allows you to observe all of your section better.
- When the offering portion of the service arrives, retrieve the offering trays and get into position to receive the offering.
- On Sundays with Communion, you will serve the Communion elements at the planned time in service

### WHERE YOU SERVE:

- Worship Center, Auditorium (see map on page 20)

## WELCOME CENTER HOSTS

### OVERVIEW

The Welcome Center is our primary place for first and second time guests to find information and answers to questions, get connected into community groups or upcoming events, and to find their way around our campus. **Welcome Center Hosts** are responsible for being up to date with upcoming events and gatherings, welcoming guests and helping to answer their questions, assisting with the connection kiosks and helping guests find any locations on campus.

### WHEN YOU SERVE:

- **Welcome Center Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- Check the *weekly snapshot* to make sure you are aware of the events happening on campus that Sunday and the following week.
- Always face toward the guests and do your best to not spend too much time talking with friends or being on your phone. You are there to welcome guests and they deserve our attention and care.
- Whenever possible, offer to take a guest to the building they are looking for. If you are unable to leave, radio the lead **Campus Host** to have someone come and escort any guests to the proper building.

### WHERE YOU SERVE:

- Welcome Center, Worship Center lobby (see map on page 19)

## CPK WELCOME CENTER

### OVERVIEW

The **CrossPoint Kids Welcome Center** is our primary place to help families get information on the ministries we have for their children. At the **CPK Welcome Center**, our hosts welcome families to our campus, assist parents with checking in their children, answer any questions related to our ministries for children, and can help connect parents to any other community groups or campus locations.

### WHEN YOU SERVE:

- **CPK Welcome Center Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- Assist new parents with checking in their children and finding their respective classrooms.
- Check the *weekly snapshot* to make sure you are aware of the events happening on campus that Sunday and the following week(s).
- Always face toward the guests and do your best to not spend too much time talking with friends or being on your phone. You are there to welcome guests and they deserve our attention and care.
- If a guest needs help finding another location on campus, connect them with a **Campus Host** by radio or walk them to where they are going if there is ample coverage in the Welcome Center.

### WHERE YOU SERVE:

- CrossPoint Kids Welcome Center (see map on page 18)

## INFORMATION CENTER HOSTS

### OVERVIEW

The information center is our central hub on campus that provides information about getting connected into community, on-ramps to serving or rescue as well as providing answers to any other questions that arise. **Information Center Hosts** are tasked with keeping up to date with church-wide opportunities, engaging guests and owners with answers to questions, as well as helping to connect guests into deeper community and service opportunities.

### WHEN YOU SERVE:

- **Information Center Hosts** should arrive on time for the morning meeting at 8:20 am (9 am service team) or 10:10 am (10:45 am service team).
- Check the *weekly snapshot* to make sure you are aware of the events happening on campus that Sunday and the following week(s).
- Always face toward the guests and do your best to not spend too much time talking with friends or being on your phone. You are there to welcome guests and they deserve our attention and care.
- Whenever you are able, offer to take a guest to the building they are looking for. If you are unable to leave, radio a campus host to come and escort them to the building.

### WHERE YOU SERVE:

- Information Center (see map on page 18)



## PARK CAFE

### OVERVIEW

The Park Café is located in the center of our campus and provides a powerful environment for connection and community. The café provides brewed coffee free of charge to our guests as well as offers espresso, smoothies, pastries and other refreshments for a small cost. **Park Café Hosts** are tasked with taking orders, crafting beverages, and serving our guests with food and drink.

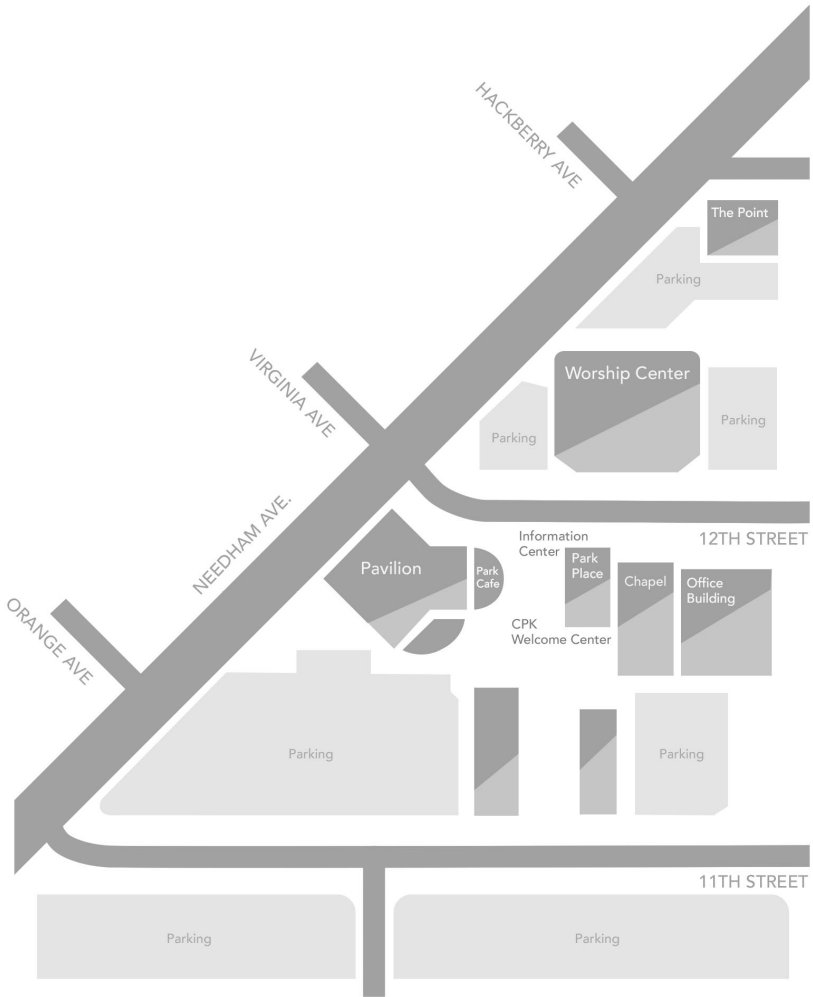
### WHEN YOU SERVE:

- Park Café volunteers should report to their team leader and arrive at the designated time before service.
- Park Café team members must go through the proper training in order to prepare and serve food and drinks.
- Remember that food and drinks are the method of serving our guests. In everything, we want to help create an environment of connection in our Park Café and campus.
- Our free *Coffee of the Day* is to be ready by 8:30 am. Please do your best to arrive with adequate time to make sure that is possible.
- By 8:30 am, make sure that all of the café doors have been opened fully to make the environment as accessible and visible to others as possible. (If it is raining, you may keep the outermost door on each side closed to shield people from the rain).

### WHERE YOU SERVE:

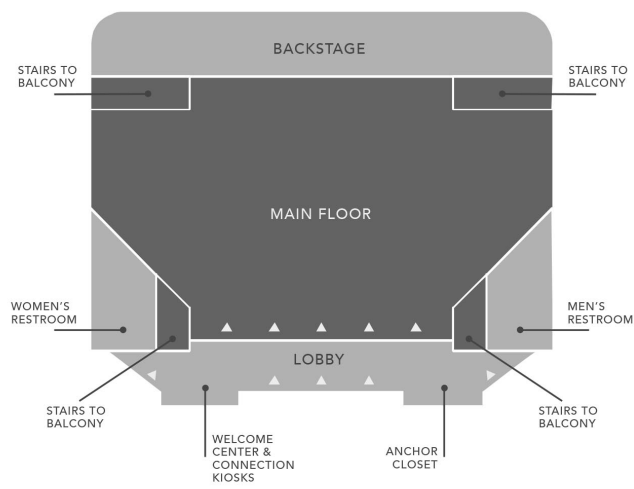
- Park Café (see map on page 18)

## CAMPUS MAP

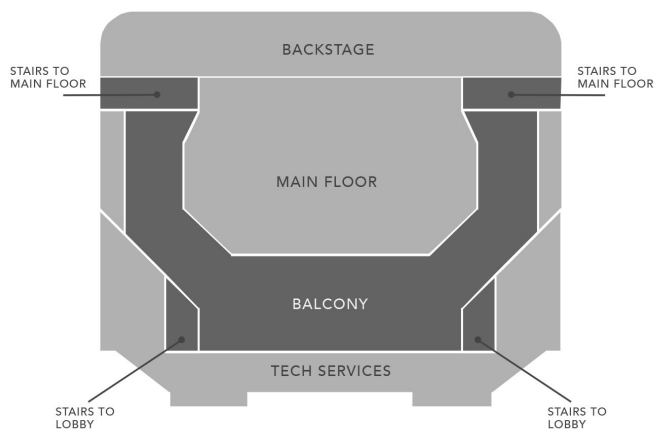


# WORSHIP CENTER

## MAIN FLOOR

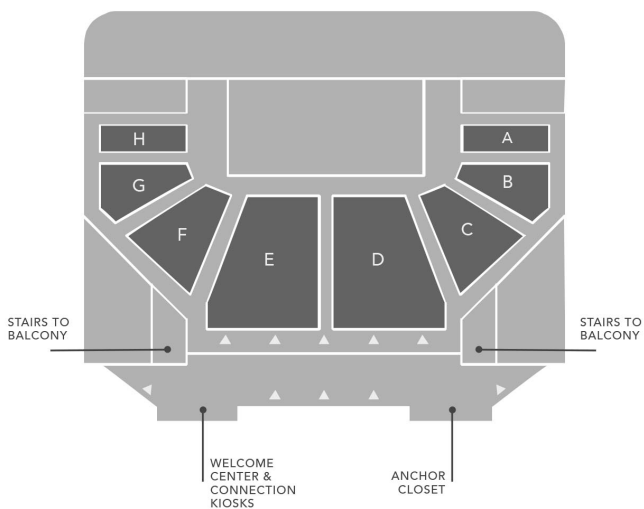


## 2ND FLOOR

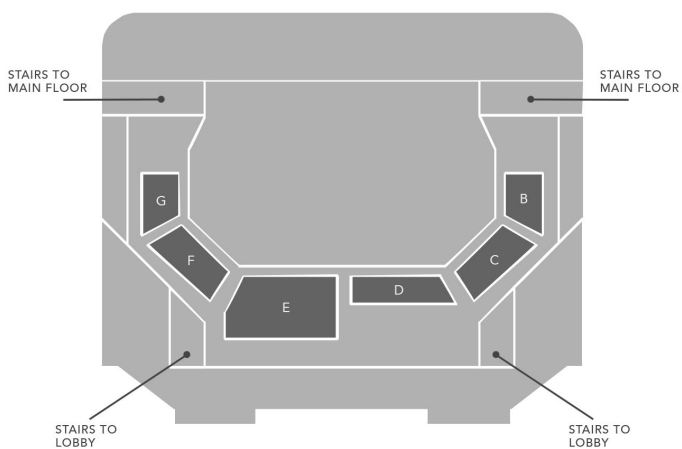


## USHER SEATING MAP

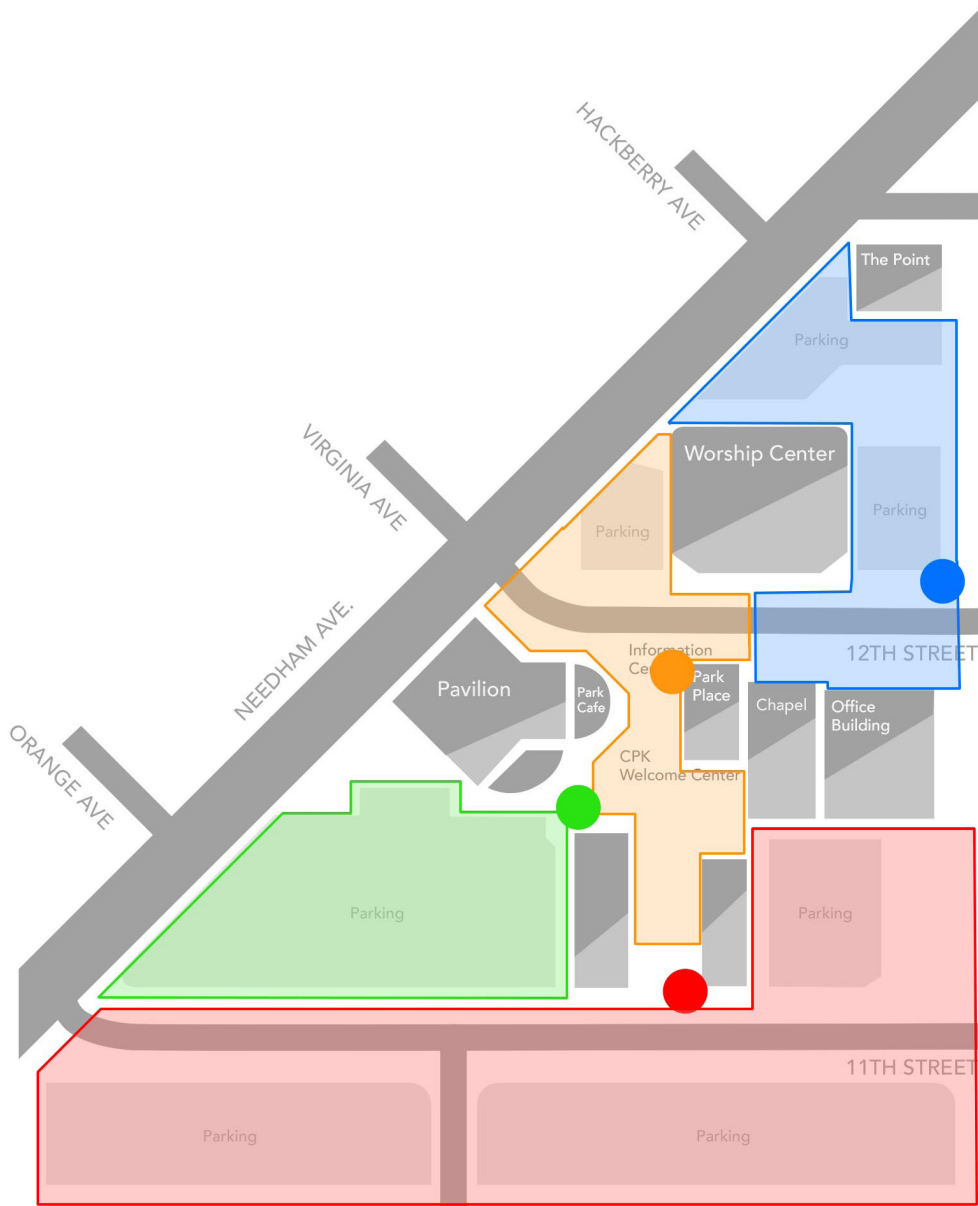
### MAIN FLOOR



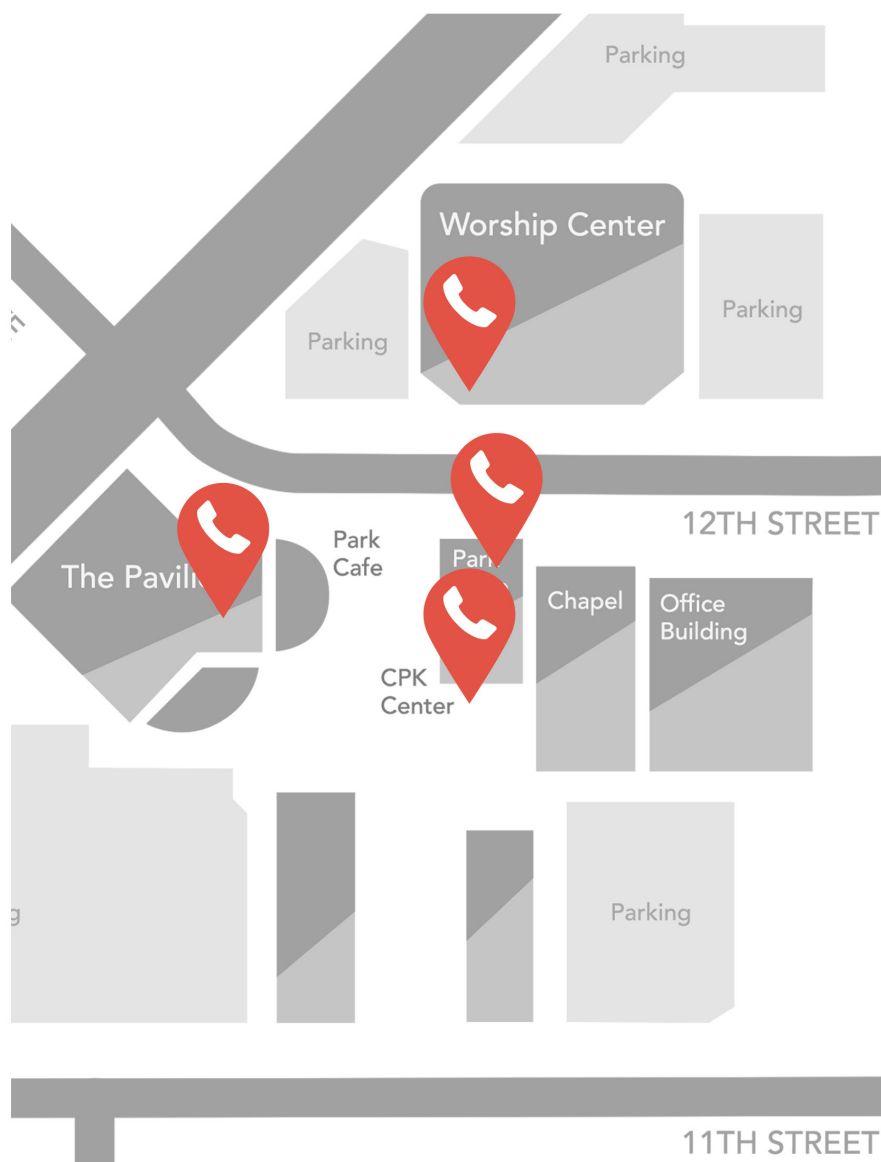
### 2ND FLOOR



CAMPUS HOST ZONES



## CAMPUS PHONE MAP



# SAFETY PROCEDURES

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## WHO TO CONTACT

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For any emergency or facility concerns, you can **contact the Anchor at x2051** or get ahold of any **Housekeeping, Security, or Facilities** personnel. These staff will be able to contact any necessary parties for assistance immediately.

(For help finding campus phones, see the map on page 22.)

## FIRE

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**Call the Anchor at x2051 using a campus phone and then call 911** sharing the specific location of the fire and if there are any injuries. Remain calm and help to notify anyone in the area to stay clear of the fire.

## MEDICAL EMERGENCY

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Verbally call for help. **If the emergency is life-threatening call 911 first and then the Anchor at x2051.** Remain present with the victim and help to keep others calm until help arrives.

## FACILITIES EMERGENCY

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In the event of a facilities emergency (flooding in a building, electrical issues, severe spills, etc.), **call the Anchor at x2051.** *Please note the specific location and type of emergency.*

## SECURITY CONCERNS

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If you notice someone that seems to be acting suspiciously and needs to be checked by security, **call the Anchor at x2051** and notify them of the specific location and suspicious activity

**IN CASE OF  
EMERGENCY,  
CALL THE ANCHOR  
AT X2051**

**IF URGENT  
CALL 911**



## **CROSSPOINT**

Helping each other become  
more like Jesus as we worship,  
live, and rescue like Him.

GUEST SERVICES

## **CREATED FOR CONNECTION**

We believe that each human being was  
created for connection with God and others.  
As a result, we create environments at  
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