



FAIR OAKS CHURCH

SERVE TEAM

BECAUSE EVERY SUNDAY IS
SOMEONE'S FIRST SUNDAY

TRAFFIC

HOSPITALITY

GREETERS

USHERS

GUEST SERVICES

PRAYER

SERVE TEAM VISION

To be a healthy church family with a serving culture, equipping, empowering and mobilizing its people to become **servant-leaders** who build up God's church.

...equip his people for **works of service**, so that the body of Christ may be built up...
Ephesians 4:11-13

SERVE TEAM MISSION

To humbly serve everyone with the mindset of Christ.

For the Son of Man did not come to be served, but to serve others.
Mark 10:45

SERVE TEAM STRATEGY

SIX TEAMS.
ONE GOAL.

Serving together to help create a comfortable, friendly environment so that people will be open to the truth and transformation of God's Word.

Faith comes from hearing, and hearing through the Word of Christ
Romans 10:17

SERVE TEAM CODE:

PRIORITIZE PEOPLE

The task matters but **people matter most!**

Make people **feel** valued, comfortable & welcome

Show people you care with what you say and how you serve

DELIVER WOW

Create a "**wow moment**" (pleasantly surprise someone with unexpected delight!)

Go the extra mile—above and beyond expectations

Something **small** can make a **big** impact

OWN IT

YOU are Fair Oaks Church

Bring your **unique personality** to your role

Take initiative with confidence & passion

Inspire & Invite others to join the movement!

Traffic Team



Mission:

Create a great **first impression** for guests by facilitating a **safe** and easy parking experience with a high-energy **welcome** & clear directions.

Responsibilities:

Attend the **Serve Team huddle**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag and reflective vest (don't forget to return it when you are done serving!)

Wave and smile! 😊 Attempt to genuinely connect with guests through their windshield.

Be alert of drivers and pedestrians. Clearly direct drivers to spot, and pedestrians to the building.

For Shuttle Drivers: be on the look out for those who would like a ride to church and be enthusiastic about helping them!

Hospitality Team



Mission:

Create a **hospitable environment** for guests by providing convenient, quality refreshments, and **interacting** with guests.

Responsibilities:

Attend the **Serve Team huddle!**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag so you can be easily identified as someone who is ready to help!

Engage with People

- Smile! 😊
- Be warm and welcoming!

Prep. Monitor. Clean Up.

- Set up & monitor all refreshment/coffee stations.
- Maintain the cleanliness and presentation of the area.
- Help keep the environment presentable for our guests.
- Jump in to help clean up spills or messes.

Greeting Team



Mission:

Create a **friendly environment** where every guest is acknowledged and **warmly welcomed** with a sincere, enthusiastic greeting.

Responsibilities:

Attend the **Serve Team huddle!**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag so you can be easily identified as someone who is ready to help!

Greet each guest as if you were expecting them!

- Show them you're glad they're here with a smile! 😊
- Shake hands, make eye contact.
- Maintain positive body language.
- Be willing to introduce yourself and learn names.

Stay in your assigned area until the message begins so all our guests are greeted (especially those who may arrive late!)

- Stand outside the doors & welcome guests by opening the door for them and verbally greeting them ... (Or)
- Stand at the inside doors to the worship venue and welcome guests by handing them a bulletin and verbally greeting them

Usher Team



Mission:

Create an **inviting, friendly environment** by **seating** guests and **engaging** with them.

Responsibilities:

Attend the **Serve Team huddle!**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag so you can be easily identified as someone who is ready to help!

Greet & Seat people as they come in.

- Stand inside the venue and face the back of the room.
- Offer to help people find seats.

Engage with people inside the worship venue. Say hello, introduce yourself to seated guests.

Stay in your assigned area until the message begins so you can assist our guests that arrive late who need help finding seats!

Set up the **offering boxes/prepare the offering plates** and follow procedures for collecting offering & submitting it to the finance drop slot following service.

Please count the attendance at the start of the sermon.
Email counts to count@fopc.org or Text David Schottky: 916-508-9947

Guest Services



Mission:

Welcome guests and help them get more **connected** to people and information.

Responsibilities:

Attend the **Serve Team huddle!**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag so you can be easily identified as someone who is ready to help!

Be approachable, friendly, patient, and helpful!

- Welcome guests who approach the Info area and be ready to jump in if guests look lost.
- Show Interest. Ask Questions. Be a good listener.
- Cheerfully connect people with more information.
- A smile goes a long way! 😊

Walk guests to their destination instead of pointing. Offer to give them a tour the campus. **Always** introduce them to other people and staff members as you see them.

Know the FAQs: Be aware of the contents of the print materials and resources available for guests who want more information. If you don't know the answer, find out!

Prayer Team



Mission:

Be present and available to **connect people** with **Jesus** through **prayer**.

Responsibilities:

Attend the **Serve Team huddle!**

- So we can **re-inspire** you with our vision for serving
- So we can **connect** as a team
- So we can **communicate** details specific to the weekend
- So we can **pray** for the people who will show up today.

Dress the part: wear your name tag so you can be easily identified as someone who is ready to help!

Be approachable, friendly, and patient.

Be willing to listen and empathize.

Thank them for sharing and allowing you to pray for them.

Stay encouraged! There may not always be many who come forward for prayer. That's ok! The important thing is you are making yourself available for people! In the meantime, be praying for our preachers, and for the hearts of every guest!

Join a Team

We're looking for volunteers to serve at least one Sunday per month.

PICK A TEAM TO SERVE ON

Give something a try!

CONTACT THE TEAM LEADER

- Parking – Kevin Dowkes (kevdownkes@aol.com)
- Greeting – Renn Scott (rscott@fairoaks.church)
- Ushers – Renn Scott
- Guest Services – Renn Scott
- Prayer – Renn Scott
- Hospitality – Dana Neville (dneville@fairoaks.church)

GET TRAINED & SCHEDULED

Your team leader will help provide training and add you to the schedule.

Contact Renn Scott to request access to the Google Sheet so you can add yourself to the schedule.

For All Teams...

DON'T FORGET....

We serve because we love God and we love people. This is why we will go the extra mile to warmly welcome and care for every person who comes onto our campus.

Dress the part. Wear the provided t-shirt AND name tag when you serve so guests can easily identify you (you'll look great!)

Attend the team huddle! This way you'll be prepared to best serve and respond to the needs of every person you encounter.

Take the time to **get to know & love the people you serve with.**

Personally walk someone to their destination instead of pointing. It shows that you value them.

Make guests your top priority. Refrain from eating/drinking/ phone use while serving. Limit personal conversations with friends and other volunteers until you are finished serving.

Help grow our teams and cultivate a serving culture by regularly inviting others to serve with you! Part of the joy and blessing of serving is getting to connect with others. You get to invite others to become involved and invested in our church vision, mission and values!

Communicate! Please inform your team leader if you will miss your serving opportunity. This will help us ensure we can find a substitute in time!

EVERY SUNDAY IS SOMEONE'S FIRST SUNDAY!