

SERVICE HOST TEAM

Helping people find hope in Jesus by setting minds at ease with what to expect so they can be prepared and open to God's work

Thank you for saying “yes” and joining us on the Service Host Team. The staff and leadership at Anchor Church are excited you’ve jumped on board! We know everyone is busy, so to give of your time to serve God and others fills us with joy. The following information outlines the culture of our Service Host Team, as well as what to expect during your time serving with us. If you have any questions, please feel free to reach out to your ministry team leader or our Administrative Director, Melanie Rivera, at melanie@anchorchurchonline.org.

Why We Serve:

We believe that one of our primary Christian identities is Servant. There’s no doubting that Jesus came to serve and has called His followers to do the same. In fact, the call to follow Jesus is more than finding opportunities to serve, it’s taking the posture of a servant in every area of life!

With this in mind, we’d be glad to have you serve with us! Serving is not only a way to respond in gratitude to God with our time and talents, it’s also a way that God uses to shape our hearts into becoming more like His. We believe in displaying radical hospitality to those around us and all volunteers are an integral part of creating a welcoming, family culture. You do not need to be a Partner, our term for a member of Anchor Church, to serve, but we consider all our volunteers to be active participants in growing to become part of the family here at Anchor.

What Does It Look Like To Serve On The Service Host Team?

What You’ll Need To Serve:

Prior to your first scheduled serving date, you’ll receive a first-time serving tote from our Administrative Director, Melanie Rivera. This bag is our gift to you - a thanks from Anchor Church and a welcome to the team! Within this bag, you’ll find your Anchor serving shirt, a welcome card, and a volunteer handout sheet that outlines five simple tips for volunteering on a Sunday morning.



You'll also be added to **Planning Center Online**, our online scheduling system, where you'll be able to block out any dates that you are unable to serve, so that your ministry team leader can plan ahead to schedule someone else on that day. We schedule all volunteers two months at a time, so every other month you'll receive two emails: 1) a reminder to block any dates that you will not be available to serve, and 2) a notification for dates that you've been scheduled. You'll then be able to respond 'accept' or 'decline' for those dates and correspond with your team leader if there are any conflicts or if you need a substitution.

Lastly, we realize that scheduling conflicts can arise even after you've confirmed a scheduled date. If the cancellation is *more than 24 hours in advance*, we encourage you to use the **Service Host Team Contact Information Sheet** to reach out to your team leader and team members to see if anyone can switch with you. If the cancellation is last-minute, *within 24 hours of your scheduled date*, please reach out to your ministry team leader and our Administrative Director right away, so that we can assist you in finding a replacement.

When It's Time To Step Down:

The average life cycle for anyone who serves on a team is usually one to two years. That being said, there is no formal time commitment, and you have the freedom to take a step back from serving at any time.

We actively encourage all ministry team leaders to foster relationships among the team members. This allows the team to have a sense of camaraderie and open communication regarding the week-to-week happenings within each of our teams. We're also careful to check with our volunteers to make sure that they have the support and supplies they need to serve with joy. You'll notice that your team leader will check in with you after your first time serving and after your first round of scheduling to answer any questions you might have. Additionally, our ministry team leaders check with all volunteers twice a year to gauge their availability and desire to continue serving within the team for the upcoming year.

You're On Board, Now What?

You're on board? YES! Once you receive your serving bag and are added to Planning Center Online, you'll be scheduled to serve. The first few Sundays that you are scheduled you will be trained in the various responsibilities by your ministry team leader. Below are tips and a few things we expect from those serving on the Service Host Team.



Best Practices:

- One of the most important elements in helping people feel connected is having a host to “greet” people as they log in to your online worship service or join in-person. We encourage you to acknowledge those watching online, as well as those in the room.
- Know your role. Think of the hosting role as a guide through the service, not a counselor and not the preacher for the day. You are easing the transitions into and out of the service. Match the energy and lead the congregation to the next part of worship.
- Have hands free of beverages or phones. You will be holding a microphone in one hand. We encourage you to speak naturally, using your other arm to emphasize what you are saying, to engage the congregation.
- Smile and make eye contact with the congregation. When you smile when speaking, you look better and it affects the tone of your voice in the best way. You have the pleasure of welcoming first-time visitors and engaging the online community - help display radical hospitality to all who walk through the door.
- Know your content. Don't assume you can wing it. Focusing on your notes robs from your connection to those in the room and watching online.
- It's important to be full of life, exuberant, and to smile, but be yourself as well. Be confident and relaxed. We celebrate your uniqueness and creativity, but we ask that you respect your role and the rest of the Sunday service team by staying within the guidelines and staying within the time allowed for hosting.
- Project from your diaphragm and speak loudly and confidently. Your voice needs to overcome the potential background noise and be picked up by the handheld microphone.
- It's usually better to slow down, especially if you find yourself fumbling over your words. The goal is connecting people not reciting it perfectly. Believe what you're saying!
- Check in at the sound booth at least 20 minutes before the service so the audio team can give you the handheld mic, show you how to turn it on if you're not familiar, and run a sound check.
- Watch the clock and be ready to go on stage at the start of the service (10am). At the end of the service (after worship & closing prayer), be standing at center-stage by the time the closing prayer has ended so that the audience is not wondering what to do next. You're there when their eyes open. You're there to tell them what's next.
- Please sit somewhere that will allow you to have easy and quick access to the stage.



Hosting Script & Order of Service:

- Arrive 20 minutes before the service start time to connect with the sound tech, check your microphone's audio, and check-in with the Communications Director or Worship Director about any specific announcements.
- Check with the Worship Director to confirm the Livestream Start Time, so that you know exactly when to be on the stage at the beginning of the service.

Order of Service - Opening:

- The host will open the service.
 - Please be side stage at the 2 minute mark of the countdown.
 - Once 30 seconds is remaining, enter the stage and take your position in the middle of the stage. Make sure to turn on your microphone.
 - Proceed to introduce yourself, welcome everyone, let people know we'd like to connect with them if they are new and to fill out a connection card, and then invite them to stand and worship.
 - Make sure to acknowledge the online viewers.
- After you have finished talking, be sure to turn the microphone off and exit the stage.

What To Say:

- Introduce yourself.
- Welcome everyone & thank guests and friends for joining us.
 - Acknowledge & welcome the online community.
- Encourage guests to fill out a connection card (digitally or at the Connections Table).
- Lastly, encourage everyone to stand with us and worship together!

Consider Saying Something Like This:

"Hey there, welcome to Anchor Church today, and thanks so much for spending part of your weekend with us. Good morning to all those watching online today! My name is _____, I'm your host this morning, and we're gonna get things kicked off here in just a moment with a few songs and a message from God's word.

If this is one of your first times with us, welcome and we'd love to meet you! Would you stop by the Connections Table in the lobby after the service if you're here in person? Or, if you're joining us online, click the "I'd Like to Get Connected" button/link on our watch page!



Would you join me in worship this morning? Let's stand together and prepare our hearts to worship as the band leads us in a few songs.

[Exit stage]

Order of Service - Closing:

- After communion and the last song, the worship leader will pray to transition you onto the stage.
- Once you hear the worship leader begin praying, enter the stage and stand at the center of the stage before he/she ends their prayer. Once you hear the leader say "amen," that is your cue to begin speaking.
- After you have finished your closing script, turn off the microphone and exit the stage.

What To Say:

- Thank everyone for joining us today.
- Draw everyone's attention to the digital bulletin for announcements (found on the Anchor app).
 - If there are special announcements, such as events or service opportunities, please announce them at this time and how people can sign up to participate.
- Encourage people to consider joining a community group or serving team.
- Let parents know they are able to pick up their children in their classes at this time.
- Again, thank everyone for coming and wish them a wonderful week. Remind them to register for next week's service.
 - Make sure to acknowledge the online viewers.

Consider Saying Something Like This:

"Amen. Thank you for joining us today! I want to point you to a few special announcements and upcoming events. We've got a women's retreat coming up on the 8th of November. Make sure to RSVP by October 14th to get a spot!"

Everything we've mentioned can be found on the Anchor app, so make sure to download it to stay in-the-know! You can also follow along with us on our social media accounts and website.

If you're with us online, there's a few links available for you to check out on the watch page or on youtube. We'd love to hear from you & get you and everyone here connected!



That's about it for announcements. At this time, parents, you're free to pick up your kids in their classes!

We loved worshipping with you today and hope to see you next week! Don't forget to register for your seats for next week! Have a great week!"

In Case of Emergency:

Anchor has a Safety Team that actively monitors both the lobby and auditorium before, during, and after the service. If there is an immediate emergency, please look for one of the Safety Team members, an elder, or a staff member. Please familiarize yourself with Anchor's leadership - anchorchurchonline.org/leadership.

VOLUNTEER FAQ's:

When a guest says: I'm new here.

Welcome them and bring them to the Connections Table to check out resources. Walk them through all the resources on the table and encourage them to fill out a connection card so we can follow up with them. **The first "next step" is encouraging them to fill out a connection card - then you can encourage them to check out a community group and/or join a serving team.** Ask them if they have any questions and then walk them into the auditorium. You are their first interaction - show them the radical hospitality we are cultivating!

What if this team isn't the best fit for me?

No problem, there is no formal commitment to a team. Please let your ministry team leader and our Administrative Director know if you'd like to step down and try out a different serving team. We would love to help you find the team that is the best fit for you.



What is the time commitment on a Sunday morning?

We do our best to keep the time commitment low on a Sunday morning - we know how hard it can be with so much going on in life! Whether you have 2 hours or 20 minutes to give, we have a place for you. Each team will have its own duties and scheduling times, dependent on the needs of that team. Feel free to reach out to our Administrative Director with any questions about specific teams.

The Service Host is scheduled to serve at the beginning of the service and at the end. Please remain within the main hall before the service begins and until the service ends, as you will need to be ready to enter the stage to host.

Who does someone contact if they have questions about serving before signing up for a team?

You can direct them to fill out a serving card and include their questions. They may also contact Melanie Rivera, our Administrative Director - melanie@anchorchurchonline.org.

What if something comes up and I need to decline serving within 24 hours of my scheduled date?

We know that emergencies happen, and we want to make it as easy as possible for you to find a substitute who can switch with you for another date. Please contact your ministry team leader right away, and work together to find a sub for your scheduled date. If you cannot reach your team leader, please contact our Administrative Director, Melanie Rivera.

Can I serve on multiple teams at one time?

Yes - We do not suggest serving on multiple teams, but you may if you desire! Let your ministry team leader and Anchor's Administrative Director know if you plan to serve on multiple teams and we can help work out a schedule that best fits your needs. We would still encourage you to serve once a month on each ministry team.

Don't see your question here?

Contact Melanie - melanie@anchorchurchonline.org.

