

# CONNECTIONS TEAM

*Helping people find hope in Jesus by creating a hospitable environment  
for meaningful connection with God & community.*

**Thank you** for saying “yes” and joining us on the Connections 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 Connections 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](mailto: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 Connections Team?**

### **Where You Can Serve:**

Within the Connections Team, there are various areas to serve. The following are the four areas you could be scheduled to serve in. Once you’ve joined the team, feel free to let your ministry team leader know if there is a specific area you’d like to focus in.

1. **Connections Table Greeter:** Includes, but is not limited to, arriving early to set up the Connections table with resources, standing at the table to assist visitors with questions and help get them connected, welcoming all guests, packing up the connections table, and making sure all items are put back in the Connections cart for the next Sunday.



2. **Coffee Table Greeter:** Includes, but is not limited to, making coffee, pouring coffee, refilling table needs, and welcoming all guests, packing up the coffee table, and making sure all items are put back in the Connections cart for the next Sunday.
3. **Usher:** Includes, but is not limited to, welcoming people and assisting them in finding a seat in the auditorium, taking guests to specific seating arrangements, and assisting with communion elements inside the auditorium.

### **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. We ask that you wear your Anchor shirt each time you are scheduled to serve, as well as a serving lanyard. These lanyards frequently remain in a designated location for your team from week to week, so you can just grab one when you show up to serve.

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 **Connections 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 responsibilities of whatever area you are serving in by your ministry team leader. Below are tips and a few things we expect from those serving on the Connections Team.

### Best Practices:

- Have hands free of beverages or phones for a handshake, wave, or high five.
- Smile and make eye contact. You are often the first point of contact for Anchor - help display radical hospitality to all who walk through the door.
- Be the first to say hello! This simple gesture can bring ease to a first time guest.
- Know where the restrooms, children's check-in, auditorium, and exits are located.
- Wear your Anchor shirt and a serving lanyard so guests know you're here to help.
- Respond kindly and creatively - when a guest asks a question that you don't know the answer to, a great response can be, "That's a great question, do you mind if we walk up to the Connections Table so I can make sure we get you the best answer possible?" Or find your ministry team leader, fellow volunteers on the team, or a staff member if it's a complex question.
- Be aware of guests and anticipate their needs to better serve them - if someone looks confused or standing alone, introduce yourself and see if they need assistance.
- Offer help to parents that have their hands full on the way to Kids Check-in.
- Open doors for people when possible.
- Learn the names of regular attenders and use them when possible. Learning names is one of the best and easiest ways to let people know we value them!
- Use relational language vs. directional language - "Come and join me over here" rather than, "Don't go over there."



### **We Ask That Greeters Always:**

- Warmly welcome first time guests and clearly provide detailed information to help folks take a “next step.” The first step is always inviting them to *fill out a connection card*.
- Send all first time guests to the Connections Table - let them know we'd love to help them get connected and answer any questions they may have. Go through all of the materials on the table and *encourage them to fill out a connection card* if they are new.
- You have the privilege of connecting with new guests every week. Please make that time as warm and welcoming as possible.
- You are the information hub of Anchor! Please make sure you are up-to-date on all the happenings at Anchor. The information you provide can encourage someone to take the next step and plug in to community.
- Occasionally, Anchor will have a program or handout we are promoting and giving out. Please make every effort to ensure one member of each family receives one of whatever item we are handing out.
- Be eager to answer questions and if someone needs to be shown where something is, please take them where they need to go or introduce them to someone who can get them where they need to go.
- If you are scheduled on coffee, be available to make more coffee, add more supplies, and greet guests before they enter the auditorium.
- You create the atmosphere that allows guests and members to feel “at home.” Thank you for taking time to provide and create environments that feel warm and welcoming.

### **We Ask That Ushers Always:**

- Be attentive to people looking for the entrance of the auditorium - say hello, wave, and let them know where to enter.
- Be the first to say hello and let them know you will help them find a seat. You may ask them if they have a preference of where they'd like to sit if there is plenty of space and there is not a line of people waiting to find a seat.
- Be attentive to the individual or family you are sitting - if they need wheelchair accessibility, have a newborn, a child with special needs, etc. - this should help guide you where to sit the family.
- When telling people where to sit, do not simply point out the area or seats you'd like them to sit in, please ask them to follow you and walk them to the seats you'd like them to sit in. If they ask to sit elsewhere, that's no problem!
- Keep track of how many seats are available and where you can sit groups of various sizes.
- When seating groups, please instruct them to move and sit toward the middle of the row so others who join later have a place to sit.



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### **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](http://anchorchurchonline.org/leadership).

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### **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 Connections Team is scheduled to serve from 8:30am to begin setting up until 12pm to tear everything down. The duties for a greeter can include setting up the Connections Table, greeting guests, helping to answer questions, tearing down the Connections Table, and more. If you are scheduled as an usher, your duties can include assisting guests with finding seats, greeting, and assisting with any questions or needs inside the auditorium.



**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](mailto: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](mailto:melanie@anchorchurchonline.org).

