

# **SERVICE FACILITATORS MANUAL**

***Objective: To authentically and efficiently inform, encourage, and lead the congregation, online and in the sanctuary***

A service facilitator is anyone who speaks publicly as a representative of New Covenant Christian Church, either welcoming the congregation, preaching, taking an offering, reading a Scripture, dismissing the service, or another form of public speaking. Each person who holds the microphone should consider that they are entrusted by the church to communicate the heartbeat of the church.

*With that in mind, here are a few tips to help you achieve the objective:*

- Practice what you want to say. It is a great idea to hold a note or ask the service coordinator to put a note on the stage display TV to remind you of bullet points, but try to sound natural, and practice your segues from one subject to another.
- Avoid “Christianese.” We want to provide a welcoming atmosphere for the church and unchurched, so saying things like, “May you be anointed with a hedge of protection as you fellowship with your brothers in the house,” might confuse a few people. Use phrases that everyone will understand.
- Be genuine and natural. People listen compassionately, so if you let on that you feel uncomfortable, they will be more aware of how you’re acting and less aware of the message you are communicating. Be yourself; people like you!

*Practical Pointers:*

- Please plan to arrive 40 minutes before service for brief, where we will discuss any last minute reminders and the overall flow of service. During brief, you may be told whom to give the microphone to after your part (e.g. if you are doing the welcome and someone else will use it during the dismissal).
- Immediately following brief, you will do a mic check and have a chance to read any scripture or slides you’d like. We want to do this before people are in the sanctuary if possible. When doing a mic check, hold the mic close to your mouth but *not* covering it, so that people can see your mouth moving. Try to talk as loudly as you would in service—pretend people are in the back of the room. Talk until the sound person tells you that you can stop. Just say what you would say in service with the same energy.
- Plan to do your part at both services unless you have previously discussed with the service coordinator otherwise.
- Do not hold the bottom of the wireless announcement microphone. That is the antenna that sends signal to the sound board, so if you cover it, we may get distortion on the channel.
- When first speaking, stand still (“plant” yourself) for at least 10 seconds to make sure that the camera shot is on you. The reason you “plant” early on the stage is to get a camera shot set up, so do not stand there waiting to do your part and then immediately move once you start talking. We want people online to see you!
- It is your responsibility to check and change the microphone batteries when necessary. Ask the sound person or service coordinator where batteries are kept, and change them out if the microphone is down to 2 out of 3 bars at the beginning of a service.

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- Make sure you know how to mute your microphone. If you have to cough or clear your throat, try to do that off the microphone or quickly mute your mic. If you dismiss the service and immediately walk off the stage talking to people, it would be great if your microphone was muted so that no one online hears your conversation.
- Check the online order of service (OOS) for special notes, especially if you are doing the dismissal/offering. This is available at [services.planningcenteronline.com](https://services.planningcenteronline.com) or on the Services App. Please ask a staff member to show you how to access the OOS; this is important for your role!

