

# **Liberti Church**

## **Main Line**

# **Service Teams Manual**

Updated June 2017



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## **Why serve in Liberti Church?**

Every Sunday is someone's most important Sunday at Liberti Church.

Every Sunday is someone's first Sunday at Liberti Church. Every Sunday is our first chance at welcoming someone new to the hope of the gospel and the warmth of the body of Christ. We want to serve our guests and family with excellence because when we demonstrate Jesus's love in small ways it opens the door for them to encounter Jesus love in the gospel.

This manual is our best practices for how to serve our guests and members on Sunday morning so that they are free to engage with the service and the truth of the gospel.

If you have been coming to church for a long time it is hard to remember what it is like for someone new, especially someone who may be exploring the Christian faith for the first time. One study showed that most visitors decide whether they will return in the first 3-8 minutes of a church visit. That means that every Sunday is the most important Sunday for someone.

## How signing up and scheduling for service teams works.

We want serving on Liberti teams to be EASY and convenient! Therefore we have broken tasks down to only take about 20 minutes or less per Sunday. Here's how you join the service team of your choice and get on the schedule.

1. Read the service teams job descriptions and choose a team or teams you wish to serve on. Feel free to serve in multiple roles on a single Sunday as long as they don't overlap. For instance Welcome Team can easily also serve communion.
2. Go to <http://bit.ly/libertivolunteer> and sign up for the Sunday's you wish to serve. Please do your best to schedule yourself for the Sunday's you want to serve for an entire season. i.e. September, October, November.
3. The week you are scheduled to serve you will receive a confirmation reminder. Please click "Confirm". If you have a schedule change please try to find a replacement to trade weeks with.
4. Serve!

# Welcome Team

Arrival Time: 10:40

The welcome team is the first friendly faces guests and members will encounter when they come in the doors. Most visitors come to church early so it is especially important to arrive on time for welcome team. Greet people warmly and provide them with a bulletin. If they have kids direct them to the kids checkin area in the lobby. Direct people you do not recognize where the sanctuary, restrooms and coffee is located. Arrive at 10:40 and **stay in the welcome area until the passing of the peace**. The coffee hour lobby welcome table will also have a brass bell. Ring this at 10:57 and again at 11:00.

The welcome table should have these items:

- Bulletins
- Home Group flyers for the current season
- Gluten free communion wafers in a woven basket with a label.
- Offering Envelopes
- Often there will be seasonal flyers for upcoming events or ministries as well.

The welcome materials are located in two places. First, the bulletins arrive from center city with the person who is leading communion. Second, the welcome table supplies are located in a labeled plastic bin that is located in the storage closet downstairs.



## Welcome Team Checklist

- Arrive at 10:40 AM
- Greet everyone with a smile
- Pass out Worship Folders, gluten free communion wafers etc.
- Direct new people to restrooms, sanctuary and kids checkin.
- Lobby Welcome Ring Bell at 10:57 and 11:00
- Greet visitors until passing of the peace.

# Welcome Station Cleanup

## **After the service:**

- ☑ Recycle extra worship folders.
- ☑ Place welcome team materials back in the welcome team bin.
- ☑ Fold up tables.
- ☑ Store tables and bin in the storage room in the basement.

# Hospitality Team

## **BEFORE COFFEE HOUR (HOSPITALITY LEADER)**

1. Pick-up enough **fruit** to serve **75 people** and **five dozen doughnuts or pastries** and submit receipts to the Sunday Operations Coordinator.
2. **Coffee** will come from Elixr in Center City – use a **12oz bag** to make **50 – 8oz** cups of coffee.
3. Locate the hospitality cart in the lobby.
4. Cover both of the tables with disposable table cloths if not already done.
5. Make one table the drinks table and the other the snacks table.
6. Plug in the Coffee Makers at 10AM. Coffee should be ready to serve by 10:45.
7. Food should be ready to serve at the end of service, 12:15.

## **INVENTORY**

### *Equipment*

- 1 Coffee urn, label and drip tray
- 1 Hot water urn, label and drip tray
- 2 Water pitchers or water dispenser
- 4 Trays for snacks
- Container for tea bags, cider, hot chocolate
- Container for sugars
- Container for stirrers
- 1 Mini trash can
- 2 Table cloths

### *Supplies*

- Coffee – 60 cups (check extra supplies in the closet downstairs)
- Donuts – 3 dozen
- Fruit – enough small bits to serve 75 people
- Tea bags
- Apple cider packets
- Hot chocolate packets
- Sugar
- Sugar substitute
- Creamer – 16oz container or creamer cups.
- Stirring rods
- Hot Cups
- Plates
- Napkins
- Trash bags for mini trash can

## Hospitality Station Cleanup

1. Clean used dishes in the kitchen and place on shelf above the sink.
2. Wash coffee makers.
3. Discard all the trash.
4. **Do not place any open food items or trays on the lower shelves under the counter.**
5. Place all the supplies back on the hospitality cart.
6. Return the cart to the green room, which is the first room on the right on the 1<sup>st</sup> floor of the McShain building.

\*If any of the inventory supplies need to be replenished, please let the Sunday Operations Coordinator know prior to leaving for the day.

## **Communion Cleanup**

1. Pour wine and juice into silver pitcher located in translucent bin.
2. Wash cups, bread bowls and silver pitcher in the kitchen sink and dry with paper towels.
3. Place cups, bowls etc back into their storage cases and place storage cases on the stage table.

# Offering Team

Arrival Time: 10:45 or earlier

## OFFERING PROCEDURES

Step-by-step Instructions on Preparing to Collect Offering, Counting Offering & Handling Offering Post-Counting.

CONFIDENTIAL: We trust that you will keep in confidence the information you are privy to as you serve our church in this way.

## BEFORE SUNDAY WORSHIP SERVICE

1. Meet with your offering team partner and decide which aisle's you will be positioned in.
2. Ensure offering bowls are located at the back of the sanctuary on the sound booth half wall.

## DURING SUNDAY WORSHIP SERVICE (COLLECTING)

1. After receiving communion, offering basket walker(s) gather at the communion table at the middle of the auditorium (behind first section of seats). [2 Offering Counters & 2 Ushers]
2. Each person will stand at the center communion table during the communion prayer and Lord's prayer
3. Two offering collectors will walk up to the front of the sanctuary during the offering prayer, and the other two will remain at the center table.
4. After the offering prayer, simultaneously, the 2 offering collectors closest to the stage will begin handing out the baskets to the front 3 sections, and the 2 offering collectors starting from the middle will begin handing out the baskets for the rear 3 sections. You will hand one basket to the front-most person on your left and right in the seats.
5. Walk down your aisle slowly, observing the baskets and providing help where needed to pass the baskets.
6. At the end, collect each basket.
7. Reconvene at the center communion table after all baskets are collected. The front 2 Offering Collectors will take all 6 baskets to the front and place them at the altar. Maintain a sense of orderly procession.
8. Place the baskets on the communion table and return to your seat(s).

### **AFTER SUNDAY WORSHIP SERVICE (COUNTING)**

1. Offering Counters need to collect baskets immediately after service is through.
2. Bring baskets to designated classroom for privacy and secure counting.
3. Locate the offering counting bin.
4. Locate the following items in the bin and folder:
  - Calculator
  - “For Deposit Only” Stamp c. Night Deposit Bag
  - Deposit Slip
  - Offering Tracking Sheet
  - Offering Check List
  - Pens
  - Offering Member List
5. Sort the Cash: One person is responsible for the initial sorting and counting of the cash.
  - Sort the cash from the checks.
  - Place each denomination separately (ie. twenties in one pile, tens in another, etc.) c. Record the # of each denomination on the second sheet of the tracking sheet (under addition rough draft section)
  - Add up each amount and record this in the addition rough draft section.
  - Add up the total cash and record this in the addition rough draft section.
6. Sort the Checks: One person is responsible for the initial sorting, recording and counting of the checks.
  - Sort the checks from the cash.
  - Record the following information from each check onto the tracking sheet:
    - Check Date
    - Check #
    - Any Note (under G.A. section) iv. All Names listed on Check
    - Check Amount
  - Check address and name on check against the liberti offering member list i. Person(s) is not on the list:
    - Add the address to the 2nd page of the tracking sheet under the Address Section
  - Person(s) is on the list but the address is inaccurate:
    - Add the address to the 2nd page of the tracking sheet under the Address Section
  - Stamp the back of each check with the “For Deposit Only” Stamp in the top section of the check

- When finished, add the check amounts together and list in the addition rough draft section on the 2nd page of the tracking sheet.

7. Switch Jobs: Check Counter switch with Cash Counter and vice versa

- Cash:
  - Review that the # of bills for each denomination are accurate.
  - Review that the total for each denomination is accurate.
  - Review that the total cash # is accurate.
  - When you have confirmed that the # is accurate, record the # of denominations in the proper location at the top of the offering tracking sheet v. Record the total cash in the proper location directly to the right of the denominations.
- Checks: Review that the check information was recorded properly on the tracking sheet.
  - Review that the total check amount is accurate on the addition rough draft section on the 2nd page of the tracking sheet.
  - As long as the amount is accurate, record the check total amount on the offering tracking sheet at the bottom of the sheet next to “total checks”.

8. One Person: add the Cash & Check totals together, record on the addition rough draft section on the 2nd page of the tracking sheet.

9. Second Person: add the Cash & Check totals together

10. If the total checks & cash are accurate, record this total on the offering tracking sheet at the bottom next to “total deposit”.

**11. Each person is to sign their name and date on the “witness” section of the tracking sheet under the “total deposit” row.**

12. Deposit Slip:

- Write the full date on the deposit slip (ie. December 25th, 2014)
- Write the full name on the deposit slip: liberti church center city
- Write the account # on the deposit slip. (Account # is located in the top, right-hand drawer of the admin desk on a yellow sticky note)
- Next to “CASH” record the total cash.
- Under the line “Transit Number”, Write “ALL CHECKS”.
- Record the total checks amount next to “ALL CHECKS”.
- Next to “TOTAL”, record Total Deposit.
- Next to “NET DEPOSIT”, record Total Deposit.

13. Night Deposit Bag:

- Gather cash and checks into a neat pile.
- Place cash and checks into the large pouch in the night deposit bag.

- Remove the adhesive backing and fold the top flap down, press to seal completely.
- Place Deposit Slip into the smaller, clear pouch directly below the sealed portion of the large pouch, face up.
- Remove small white adhesive backing and press to seal completely.
- On the front of the Night Deposit bag:
  - Record Depositor Name: liberti church center city ii. Record Account #
  - Record Full Date
  - Record Total Cash next to “Currency”
  - Record Total Checks next to “Checks”
  - Record Total Deposit next to “Total Deposit”
- On the Small slip attached to the adhesive strip that sealed the large pouch with the cash and checks:
  - Record Full Date
  - Record Total Cash next to “Currency”
  - Record Total Checks next to “Checks”
  - Record Total Deposit next to “Total Deposit”
  - Remove the Small Slip and place it with the offering tracking sheet

**POST-OFFERING COUNTING PROCEDURES**

1. Gather any “Info-Cards”, the Offering Tracking Sheet and the Night Deposit Bag Small Slip and place in the offering bin.
2. Deposit the sealed night deposit bag at the local PNC bank immediately (address is 18 South Bryn Mawr Ave, Bryn Mawr 19010).

## **Communion Servers**

1. Arrive 10:40 to take communion before the service.
2. Check the map of communion servers in the hallway to the stage.
3. The communion celebrant will call communion servers to their stations during the service.
4. The bread server says “the body of Christ broken for you” as people receive the element.
5. The wine/juice server says “the blood of Christ shed for you” as people receive the element.

# Outdoor Setup

Arrival Time: 10:00 AM

## OUTDOOR SETUP

1. Place signs at the locations listed below
  - Flag beside the green house at the entrance to the theater.
  - Arrow at the entrance to the upper parking lot.
  - Flag at the corner of Curwen Road and Montgomery Ave.
  - Flag at the corner of Montgomery Ave. and Wendover Road.
  - Arrow at the corner of Wendover Rd by the Athletic Fields
  - Arrow at the intersection near the Main Building and Chapel.
  - Arrow at the intersection beyond the Main Building and Chapel.
  - Arrow at the intersection pointing across the bridge towards the lower parking lot.
  - Arrow pointing down the drive to the lower parking lot.
  - Arrow with "Additional Parking" near the upper parking lot near the parking circle.
  - A Frame "Welcome to Liberty" sign on the landing entrance from the lower parking lot.



## Outdoor Cleanup

2. Pickup all signs and flags from around campus.
3. Place light weight yard signs on hooks in the storage closet.
4. Place heavy signs on floor against the wall in storage closet.
5. Place quad-pod bases in black carrying bag.
6. Place blue liberti flags in storage closet.

Photos of Sign and Flag Placement in order from beginning to end.





**Flag at the corner of Montgomery Ave. and Wendover Rd.**



**Arrow sign on Wendover Rd. by the Athletic Fields.**



**Arrow sign at intersection pointing towards the Main Building and Chapel.**



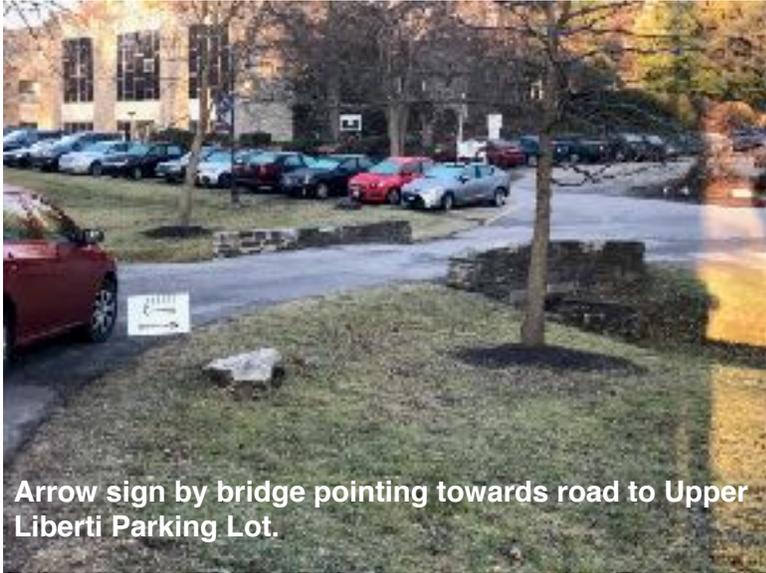
**Arrow sign at intersection just past the Main Building and Chapel.**



**Arrow sign at intersection near the bridge.**



**Arrow sign at the entrance to the Lower Liberti parking Lot.**



**Arrow sign by bridge pointing towards road to Upper Liberti Parking Lot.**



**Additional Parking sign at parking loop beside Rotwitt Theater pointing to Lower Liberti Parking Lot**



Welcome to Liberti Sign at entrance from the Lower Liberti parking Lot.



Flag by Green House at Theater Entrance in the Upper Liberti Parking Lot

## Staff Team Setup Tasks

1. Setup Lobby Signs
2. Plug in iPod to lobby TV
3. Setup Communion Stations with table cloths and elements.
4. Place Offering Bowls in back of sanctuary.
5. Make Coffee
6. Setup Welcome tables
7. Place pens by each row.
8. Tape map of communion servers in hall to the stage.
9. Take Attendance During Service.
10. Any open volunteer tasks.

## Instructions for Making Coffee & Hot Water

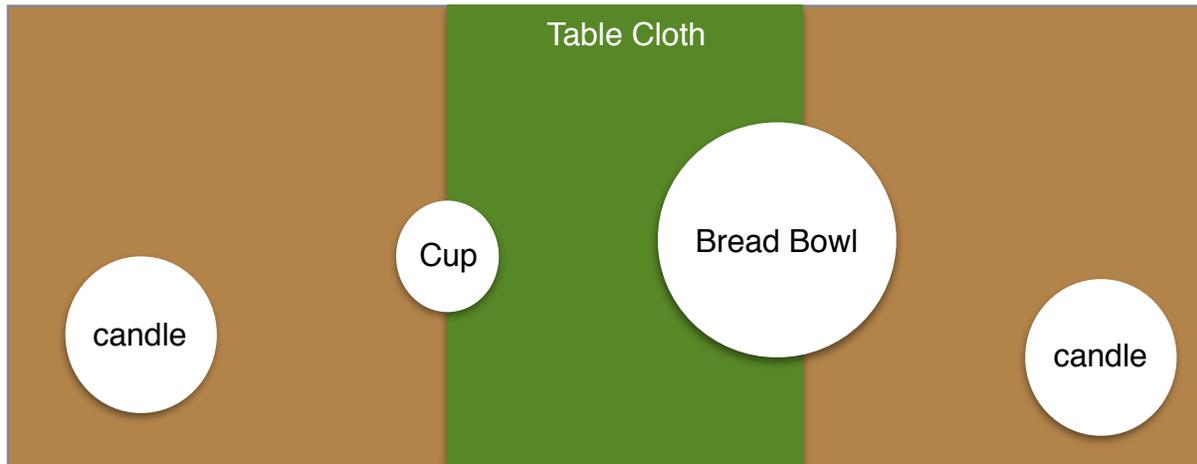
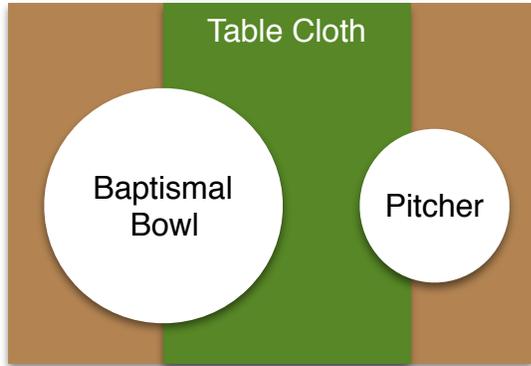
- ☑ Make Coffee Strong Enough! Every time we serve weak coffee satan kills a kitten.
- ☑ In the Fall, Winter and Spring make **50 cups** of coffee. In Summer make 30 cups.
- ☑ Make **30 cups** of hot water for tea year round.
- ☑ Fill coffee percolator (you can tell the coffee percolator from the water percolator stained) and with appropriate level of water from kitchen sink.
- ☑ Place the metal rod and coffee tray into the coffee maker. The water urn does not need these.
- ☑ **The coffee maker does not need filters.**
- ☑ For 50 cups of coffee pour 4 cups (**1.5 bag of Elixir coffee**) of coffee into top tray.
- ☑ For 30 cups of coffee use 3 cups (**1 bag of Elixir**)
- ☑ Place coffee urns on table below lobby TV. **Plug in coffee urns at 10 AM.**

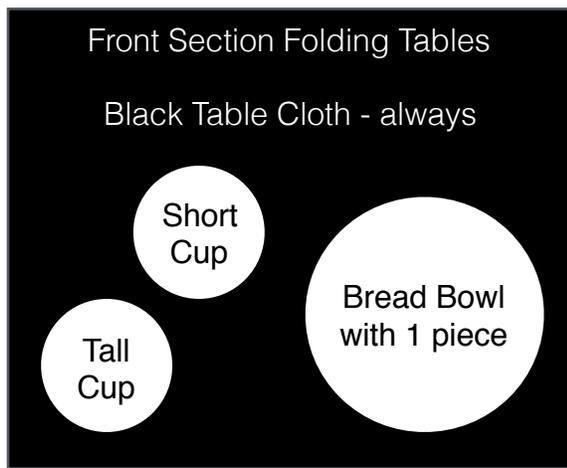
## Communion Setup

### COMMUNION SETUP

1. The communion bread will arrive with the minister who will celebrate communion in the service.
2. The goal is to have at least three communion stations during the service.
3. Stage Setup: The communion setup materials are located in three containers, a large translucent plastic bin containing black table cloths, stage candles, wine and grape juice, a tan cloth zipper container containing the cups and baptismal pitcher and a wooden box containing the bowels.
  1. Place the correct liturgical calendar table cloth on the stage table. For the correct liturgical color see the calendar below.
  2. Place Candles, cup, and bread bowl on the table using the pattern below:
  3. Fill Pitcher half full of water.
  4. Fill Three/Four Tall cups with wine.
  5. Fill Three/Four Short cups with juice.
  6. Cut “congregation” loaves in half and “stage” loaf 1/3 through from the bottom so that the celebrant can tear the loaf in half.

7. Setup the folding Baptismal Table in front of the cross according to the figure below.
8. Place elements in sanctuary according to figures below:





Liturgical Colors 2017-1/31/2021-1

1/1/2017	6/4/2017	11/5/2017	4/8/2018	9/9/2018	2/10/2019	7/14/2019	12/15/2019	6/28/2020
1/8/2017	6/11/2017	11/12/2017	4/15/2018	9/16/2018	2/17/2019	7/21/2019	12/22/2019	7/5/2020
							12/24/2019	7/12/2020
1/15/2017	6/18/2017	11/19/2017	4/22/2018	9/23/2018	2/24/2019	7/28/2019	12/29/2019	7/19/2020
1/22/2017	6/25/2017	11/26/2017	4/29/2018	9/30/2018	3/3/2019	8/4/2019	1/5/2020	7/26/2020
					3/6/2019		1/12/2020	8/2/2020
1/29/2017	7/2/2017	12/3/2017	5/6/2018	10/7/2018	3/10/2019	8/11/2019	1/19/2020	8/9/2020
2/5/2017	7/9/2017	12/10/2017	5/13/2018	10/14/2018	3/17/2019	8/18/2019	1/26/2020	8/16/2020
2/12/2017	7/16/2017	12/17/2017	5/20/2018	10/21/2018	3/24/2019	8/25/2019	2/2/2020	8/23/2020
2/19/2017	7/23/2017	12/24/2017	5/27/2018	10/28/2018	3/31/2019	9/1/2019	2/9/2020	8/30/2020
2/26/2017	7/30/2017	12/31/2017	6/3/2018	11/4/2018	4/7/2019	9/8/2019	2/16/2020	9/6/2020
3/1/2017							2/23/2020	9/13/2020
2/26/2017							2/26/2020	9/20/2020
3/5/2017	8/6/2017	1/7/2018	6/10/2018	11/11/2018	4/14/2019	9/15/2019	3/1/2020	9/27/2020
3/8/2017					4/19/2019		3/8/2020	10/4/2020
3/12/2017	8/13/2017	1/14/2018	6/17/2018	11/18/2018	4/21/2019	9/22/2019	3/15/2020	10/11/2020
3/19/2017	8/20/2017	1/21/2018	6/24/2018	11/25/2018	4/28/2019	9/29/2019	3/22/2020	10/18/2020
							3/26/2020	10/25/2020
3/26/2017	8/27/2017	1/28/2018	7/1/2018	12/2/2018	5/5/2019	10/6/2019	3/29/2020	11/1/2020
4/2/2017	9/3/2017	2/4/2018	7/8/2018	12/9/2018	5/12/2019	10/13/2019	4/5/2020	11/8/2020
							4/10/2020	11/15/2020
4/9/2017	9/10/2017	2/11/2018	7/15/2018	12/16/2018	5/19/2019	10/20/2019	4/12/2020	11/22/2020
4/14/2017		2/14/2018					4/19/2020	11/29/2020
4/16/2017	9/17/2017	2/18/2018	7/22/2018	12/23/2018	5/26/2019	10/27/2019	4/26/2020	12/6/2020
4/21/2017		2/21/2018		12/24/2018			5/3/2020	12/13/2020

1/1/2017	6/4/2017	11/5/2017	4/8/2018	9/9/2018	2/10/2019	7/14/2019	12/15/2019	6/28/2020
4/23/2017	9/24/2017	2/25/2018	7/29/2018	12/30/2018	6/2/2019	11/3/2019	5/10/2020	12/20/2020
4/28/2017		2/28/2018		12/31/2018				12/24/2020
4/30/2017	10/1/2017	3/4/2018	8/5/2018	1/6/2019	6/9/2019	11/10/2019	5/17/2020	12/27/2020
5/7/2017	10/8/2017	3/11/2018	8/12/2018	1/13/2019	6/16/2019	11/17/2019	5/24/2020	1/3/2021
5/14/2017	10/15/2017	3/18/2018	8/19/2018	1/20/2019	6/23/2019	11/24/2019	5/31/2020	1/10/2021
5/21/2017	10/22/2017	3/25/2018	8/26/2018	1/27/2019	6/30/2019	12/1/2019	6/7/2020	1/17/2021
		3/29/2018					6/14/2020	1/24/2021
5/28/2017	10/29/2017	4/1/2018	9/2/2018	2/3/2019	7/7/2019	12/8/2019	6/21/2020	1/31/2021

## Taking Attendance

- Attendance Sheets are located in the offering/usher bin on the blue clipboards.
- Two people take attendance during the Scripture Reading.** Count:
  - Sanctuary
  - Lobby/Hallways
  - Nursery Room including kids and volunteers
  - PreSchool Room including kids and volunteers
  - Upper Elementary Room including kids and volunteers
  - Lower Elementary Room including kids and volunteers
- Photograph the attendance sheet and send to [administrator@liberti.org](mailto:administrator@liberti.org)
- Place both attendance sheets into the Main Line Bag located in the Kitchen.**
- Replace blue clipboards in the offering/usher bin.

## **Liberti Kids Staff Setup**

1. Setup and test Check-in Station
2. Nursery Room Setup
3. Preschool Room Setup
4. Lower Elementary Room Setup
5. Upper Elementary Room Setup

# Instructions for Making Coffee & Hot Water

- ☑ Make Coffee Strong Enough! Every time we serve weak coffee satan kills a kitten.
- ☑ In the Fall, Winter and Spring make **50 cups** of coffee. In Summer make 30 cups.
- ☑ Make **30 cups** of hot water for tea year round.
- ☑ Fill coffee percolator (you can tell the coffee percolator from the water percolator stained) and with appropriate level of water from kitchen sink.
- ☑ Place the metal rod and coffee tray into the coffee maker. The water urn does not need these.
- ☑ **The coffee maker does not need filters.**
- ☑ For 50 cups of coffee pour 4 cups (**1.5 bag of Elixir coffee**) of coffee into top tray.
- ☑ For 30 cups of coffee use 3 cups (**1 bag of Elixir**)
- ☑ Place coffee urns on table below lobby TV. **Plug in coffee urns at 10 AM.**

# Service Team Leaders Job Description

## Welcome Team Leader

- Walk new volunteers through serving on the Welcome Team with a Sunday “Ride along”.
  - Give them the service teams packet.
  - You work out with new volunteers a Sunday to tag along with someone who already knows how welcome team works.
  - Show them where the bins and materials for welcome team are and how to set them up and take them down.
- When there are holes in the schedule contact the welcome team to work out coverage.
- Communicate with the Service Teams coordinator ([meade@liberti.org](mailto:meade@liberti.org)) any needs, ideas, etc.

## Hospitality Team Leader

- Walk new volunteers through serving in the Hospitality Team with a Sunday “Ride along”.
  - Show new volunteers how to make coffee.
  - Show new volunteers where supplies are and how to setup and cleanup.
- When there are holes in the schedule contact the welcome team to work out coverage.
- Communicate with the Service Teams coordinator ([meade@liberti.org](mailto:meade@liberti.org)) any needs, ideas, etc.

## Offering Team Leader

- Walk new volunteers through serving in the Offering Team with a Sunday “Ride along”.
  - Show new volunteers how to make coffee.
  - Show new volunteers where supplies are and how to setup and cleanup.
- When there are holes in the schedule contact the welcome team to work out coverage.
- Communicate with the Service Teams coordinator ([meade@liberti.org](mailto:meade@liberti.org)) any needs, ideas, etc.

## Breakdown/Cleanup Team Leader

- Walk new volunteers through serving in the Cleanup Team with a Sunday “Ride along”.
  - Show new volunteers how to make coffee.
  - Show new volunteers where supplies are and how to setup and cleanup.
- When there are holes in the schedule contact the welcome team to work out coverage.
- Communicate with the Service Teams coordinator ([meade@liberti.org](mailto:meade@liberti.org)) any needs, ideas, etc.