GUEST SERVICES PLAYBOOK

6 Conversations To Prepare You For Guest Services Leadership
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Dear Guest Services Apprentice Leader,

Thank you for saying “Yes!” to exploring Guest Services Leadership at Restore Community Church. You are on the front lines of helping people find their way back to God. Our Sunday morning celebration service is one of the primary vehicles for people to hear and experience the love of Jesus, and you are one of the vital people that helps make it happen week after week! Our vision in Guest Services is Incredible Hospitality, Intentional Presence, and Influential Discipleship. How does this happen? The fact you’ve said “Yes!” is the tipping point.

We are never too busy to take the time to be trained and mentored. The time you spend here will help you understand and execute the nuts and bolts of Guest Services and to also reproduce other Guest Services leaders in a discipleship model. This process works best when you do the 6 conversations once a week for 6 weeks. This will keep things fresh for you and give you the opportunity to both serve on Sunday mornings AND think through the hows and whys of Guest Services on your feet. You will get the most out of the conversations by reading them before you meet with your leader and jotting down some thoughts to the questions ahead of time.

Friend, your leadership is and will continue to make an eternal difference in the lives of the people of Kansas City. We are thrilled that you are joining the leadership of Restore. Together, we will change the spiritual landscape of Kansas City!

“I thank my God every time I remember you. In all my prayers for all of you, I always pray with joy because of your partnership in the gospel from the first day until now, being confident of this, that he who began a good work in you will carry it on to completion until the day of Christ Jesus.”
Philippians 1:3-6

100% with you,

Guest Services Director
Restorecc.org
AS YOU BEGIN:
Apprenticeship is part of your Discipleship

WHAT IS DISCIPLESHIP?

The word “disciple” in the original language of the New Testament is mathetes which means learner or student. As opposed to the term “Christian” which appears only 3 times, the word disciple is used over 200 times in the New Testament as an identifier of one who follows after Jesus.

In Matthew 28:19-20, Jesus culminates his life and ministry with these words, known as the Great Commission: “Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.”

The Great Co-mission is our joint mission with God to make disciples. Jesus Himself describes a disciple as one who is in engaged in the mission of making disciples. In other words, integral to being a disciple is making other disciples. This is why the church exists and it is the primary mission of every Christ-follower: to make disciples.

At Restore, we want every leader and those apprenticing to lead to know that they are primarily an Intentional Disciple-Maker (I.D.M.). That means that you, the new apprentice, are a part of the Jesus Mission and God’s plan to restore this world back to Him. This is why it’s called the Great Co-Mission because you are literally on this mission with Jesus! A mission that started long before you & will continue long after. It happens one conversation, one relationship, and one person at a time. Regardless of your age, status, past, gifting, area of ministry you are serving in, or background - you are being invited into the Jesus Mission as an I.D.M. This is a mission that should you choose to accept it, will have a far-reaching ripple effect that reverberates throughout your home, workplace, community, and who knows, maybe even the world.

When you are an I.D.M. any environment you are put in becomes an Intentional Disciple-Making Environment (I.D.E.). An I.D.E. has 3 components:
At Restore, discipleship results in two transformational outcomes:

- **Becoming more like Jesus in character.**

  “But the Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control.”
  
  Galatians 5:22-23

Character is who I am becoming and it is manifested by the fruit of the Spirit. As we follow Jesus, our character begins to look more like His. At the root of character is the age-old question of every human heart: “Am I lovable?” As we look to Jesus to answer this question, we experience intimacy with Him. This ongoing intimacy with Jesus is what transforms our character. Jesus said it like this in John 15:5: “I am the vine; you are the branches. If you remain in me and I in you, you will bear much fruit; apart from me you can do nothing”. The second outcome is:

- **Living out our unique Christ-centered calling.**

  “For we are God’s masterpiece. He has created us anew in Christ Jesus, so we can do the good things he planned for us long ago.”
  
  Ephesians 2:10

  “God works in different ways, but it is the same God who does the work in all of us. A spiritual gift is given to each of us so we can help each other.”
  
  1 Corinthians 12: 6-7

Calling is about what I am doing and is manifested by the gifts of the Spirit. As we follow Jesus, our calling becomes clarified and we begin to discover the distinctive purpose God has for us. The roles we fulfill (dad, mom, friend, manager, brother, sister, co-worker, etc.) begin to be expressed out of our true identity in Christ. At the root of calling is the age-old question of every human heart: “Am I meaningful?” As we look to Jesus to answer this question, we express a Christ-centered influence in the world.

For us, all of discipleship falls into these 2 areas: Character and Calling. If you were to ask: “How do I know I am a disciple?” We would ask: “Are you being transformed in your character and calling?” If you were to ask: “How do I know I am making a disciple?” We would ask: “Is that person being transformed in their character and calling?”
2. SCRIPTURE FOUNDED

The second component of an IDE is any environment where Scripture is the foundation and God’s Word, our Truth source, is integral to that environment regardless of what the “content” is. This means an IDM takes 2 Timothy 3:16-17 to heart: All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the servant of God may be thoroughly equipped for every good work.

3. HABIT FUELED

The third and final component of an I.D.E. is any environment where we are cultivating formational habits. These ongoing habits are what fuels the transformation of our character and realization of our calling. The three habits we focus on are Celebrate, Connect and Contribute.

Celebrating our relationship with God:

- Bible Reading: Regular and consistent engagement with God’s word.
- Journaling: Writing down what God is saying and what we will do about it.
- Prayer: Engaging regularly in a conversation with God that includes both talking and listening.

Connecting with others:

- Participating in a weekly small group environment.
- Sharing: What is God saying to you?
- Accountability: What are you going to do about it?

Contributing: Using your gifts on the Jesus mission of helping others find their way back to God

- Contributing, apprenticing, and/or leading in a Restore ministry.
- Contributing, apprenticing, and/or leading outside of Restore.
- Growing in your financial generosity towards the local church.

Here is the crazy part: If you are an I.D.M. who creates an environment that is Outcome Focused, Scripture Founded, & Habit Fueled - ANY environment can be an Intentional Discipleship Environment. Whether
it's at your home, work, a kid's soccer game, or a third place where you play, you have the opportunity to create an I.D.E.!

**THE BOTTOM LINE:**

*Apprenticeship* is not about training someone to simply execute ministry tasks or equip them to contribute beyond the normal volunteer capacity. *Apprenticeship is how we disciple someone in a ministry environment using the Apprenticeship Playbook as a tool to help them grow in Christ-like character and Spirit-given calling.*

As the leader who is apprenticing, you are an intentional disciple maker using this playbook as a discipleship tool to create an intentional discipleship environment. As an apprentice going through this process, this is about so much more than simply fulfilling some ministry role; this is about your discipleship. This is about you growing in your Christ-like character and Spirit-given calling so that, as the Apostle Paul writes, “the body of Christ may be built up until we all reach unity in the faith and in the knowledge of the Son of God and become mature, attaining to the whole measure of the fullness of Christ.”

- Ephesians 4:12b-13

May this experience create holy disruption that leads to transformation in your character and calling. God willing, you will never be the same! Would you partner with us to be an I.D.M and be about making whatever environment you contribute or lead in an I.D.E.? If so, sign your name below, we want to celebrate your decision!

I, __________________, by God’s grace and the Holy Spirit’s help,

(your name here)

commit to being an I.D.M. who creates an I.D.E. no matter where I lead or serve.
QUESTIONS:

How would you define discipleship? Have you ever been “discipled” and what was that experience like?

1. When you think of your character, what areas would you like to see Jesus transform? List 2-3 areas.

2. When you think of your calling, how would you like to see Jesus bring clarity? List 2-3 ideas.

3. Share these with your leader. How can your leader help and pray for you in these areas?

HABITS TO OUTCOME:

Based on what you read, can you articulate:

- Restore’s definition of a disciple?
- What is an I.D.M. and an I.D.E.?
- The 2 outcomes a disciple is growing in?
- Where you would like to grow in those 2 areas?

NEXT STEPS:

1. Schedule your next leader/apprentice conversation.

2. Read Conversation 1 and write your answers to the questions before you come.

3. Take the A.P.E.S.T. Fivefold Gift Survey - email or bring your results for the next conversation.
   http://www.fivefoldsurvey.com
MISSION OF RESTORE

The dream of Restore Community Church is to see the Spiritual Landscape of Kansas City changed.

We do this by:

[1] Helping people find their way back to God
[2] Mobilizing Christ followers to change the world
[3] Reproducing leaders, artists, and churches

WHY GUEST SERVICES?

“’Therefore, let all Israel be assured of this: God has made this Jesus, whom you crucified, both Lord and Messiah.’”

When the people heard this, they were cut to the heart and said to Peter, ‘Brothers, what shall we do?’

Peter replied, ‘Repent and be baptized, every one of you, in the name of Jesus Christ for the forgiveness of your sins. And you will receive the gift of the Holy Spirit. The promise is for you and your children and for all who are far off—for all whom the Lord our God will call.’

With many other words he warned them; and he pleaded with them, ‘Save yourselves from this corrupt generation.’ Those who accepted his message were baptized, and about three thousand were added to their number that day.”

Acts 2:36-41

This famous speech by Peter was his first public speech, and the results were pretty amazing. Thousands said “yes” to Jesus, and were baptized into the faith. Throughout the history of the church, there has been a need for people to HEAR and RECEIVE the powerful message that Jesus has died for their sins. When people truly get it, people repent and turn to Jesus, they get baptized into the name of Jesus, and they receive the Holy Spirit. Life is never the same!
Guest Services plays a fundamental role in helping set the stage for people to hear and receive Jesus. Our vision is incredible hospitality, intentional presence, and influential discipleship. We do this in a myriad of ways:

- We greet with warm smiles and handshakes, from the lobby to the Auditorium to the parking lot
- We set up classrooms where children have fun and learn about Jesus in meaningful, age-appropriate ways
- We set up inviting signage to transform ordinary spaces into places of celebration
- We bake tasty treats that help create our welcoming environment
- We engage with people, especially those that we haven’t yet met
- We drive trailers
- We brew great coffee
- We prepare and serve the body (bread) and blood (grape juice) of Jesus
- We follow up with phone calls, emails, texts, and handwritten notes
- We share meaningful resources through the Info Center
- We tear down with joy, knowing the space has been pivotal to helping people find their way back to God

All these elements provide an atmosphere where people can be “cut to the heart” and realize the greatness of God and our need to fully surrender our lives to Him.

**WHAT WE BELIEVE**

We have compiled a set of statements about what we believe at Restore. These theological beliefs are the foundation of our faith. Please read the “What We Believe” text in blue as well as the “Role Descriptions” for Guest Services in red.
WHAT WE BELIEVE

ABOUT GOD

We believe there is one divine being who has existed eternally (Genesis 1: 1& 2, John 1:1-3). He exists and reveals Himself to man in three distinct, equally divine persons - Father, Son, and Holy Spirit (John 14:16 & 17). While we cannot fully comprehend His divine nature, it is possible for people to know Him. At the beginning of time, God created the entire universe and all its creatures (Genesis 1, Psalm 102:25-27, Hebrews 1:10-13). He continues to exercise His supreme power to sustain His creation (Colossians 1:15-20). Throughout history He has expressed His desire to be our God and to have a personal, eternal relationship with us (Deuteronomy 4:32-35, I Thessalonians 5:9 & 10). We believe that God loves us and wants what is best for us (John 3:16).

ABOUT JESUS

We believe that Jesus is the eternal divine Son of God (John 1:1-3, Colossians 1:15-20). He chose voluntarily to be made in human likeness and was conceived by the Holy Spirit and born of a virgin (Luke 1:34). Although He lived a sinless life, He allowed Himself to be executed by crucifixion. His death paid the penalty for the sin of mankind against God (Romans 5:1, Galatians 2:20). However, as prophesied, He rose from the dead three days after His execution (Matthew 28:1-15, Mark 16:1-8, Luke 24:36-43). After appearing to witnesses on a number of occasions for forty days, He ascended into heaven where He now serves as the Mediator between God and man (Matthew 28:16-20, John 21:1, Acts 1:9-11). We believe that at the end of time on earth, He will again visibly return to earth to complete His eternal plan (II Thessalonians 2:8-12, II Peter 3:10-13, Revelation 1:17, 22:7).

ABOUT THE HOLY SPIRIT

The third person of God is the Holy Spirit. We believe the Holy Spirit dwells in every Christ-follower (John 14:16 & 17, 16:12-15). His indwelling presence gives spiritual life to believers and distinguishes them as children of God (Joel 2:28 & 29, Romans 8:16, I Corinthians 2:14). The Holy Spirit guides Christ-followers in understanding and applying God’s principles and values. Through the work of the Holy Spirit, Christ-followers are empowered to live Christ-like lives (Romans 8:9, Galatians 5:16, 25). The Holy Spirit also equips Christ-followers with talents and abilities for the purpose of building up God’s kingdom (Romans 8:27, I Corinthians 12:4-11).
ABOUT MAN

God created mankind to live in relationship with Him (Genesis 2:15-18, 3:8). However, the first man and woman were deceived by Satan (Genesis 3:1). They rebelled and chose to be wrongfully independent from God (Genesis 3:6 & 7). Their decision alienated them from God (Genesis 3:21-24, Romans 5:12). Every human being since that time has suffered the consequences of that rebellion (Romans 5:18 & 19). We all fail to please God and are open to Satan’s deception (Romans 3:23 & 24). Our failure to please God, unless a relationship is reestablished with Him, results in condemnation under God’s judgment and would cause us to spend eternity in hell (Luke 13:1-5). Furthermore, there is nothing we can do on our own to reestablish our relationship with God (John 8:34-36).

ABOUT THE BIBLE

God divinely inspired human authors to write the sixty-six books of the Bible. He communicated through these writers the values, principles, and ideals which please Him and are in our best interests (II Peter 3:15 & 16, II Timothy 3:16 & 17). We believe the Bible is entirely accurate, complete, and reliable. We look to the Bible for the revelation of the character of God and the final authority on all matters of faith and conduct (Deuteronomy 6:24 & 25).

ABOUT A RELATIONSHIP WITH GOD

Our inability to reestablish our relationship with God leaves us dependent on God’s mercy (Romans 3:23). God graciously provided the means to reconcile this relationship through faith in Jesus Christ (John 3:16, Romans 5:11, I Corinthians 15:56 & 57, Colossians 18-23). Our relationship is reestablished when we make a commitment to accept Jesus as God’s Son and our Savior and Lord (Romans 6:23, Acts 2:38). Through faith in Jesus Christ, our sins are forgiven, and we receive the gift of the Holy Spirit and eternal life (John 16:12-15, Hebrews 10:12-14, I Peter 3:18-22).

Practically speaking, this acceptance is demonstrated through both a private and public commitment. We demonstrate our commitment privately by faith (acting upon our belief that God has the power to save us) and repentance (turning back to God and depending on Him to control our lives). We publicly express our commitment by confessing our acceptance of God’s salvation and submitting ourselves in Christian baptism (Acts 2:38, 8:34-39, I Peter 3:21 & 22)
ABOUT THE CHRISTIAN LIFE

Once our relationship is reestablished with God, we naturally want to spend time with Him and know Him better (Deuteronomy 6:5, Matthew 22:37, Mark 12:30, Luke 10:27). The Holy Spirit enlightens us as we read God’s Word, the Bible, as we communicate with Him in prayer, and as we enter into loving relationships, with other Christ followers in biblical community. (II Peter 1:3-8). In this way, we begin to know God more intimately.

As we become acquainted with God we desire to be like Him and please Him (Galatians 2:20). This process of spiritual development motivates us to seek ways to serve God and prepares us to spend eternity in fellowship with Him (James 2:14-17, Revelation 21:5).

ABOUT THE CHURCH

We believe the Church represents Jesus Christ to a needy world (John 17:11-18, Ephesians 3:10). The Bible speaks of the Church as Christ’s body (I Corinthians 6:15, Colossians 1:18). It compares it to a living organism, where Jesus is the head (I Corinthians 11:13, Ephesians 4:15, Ephesians 5:23). God arranges the parts of the body, Christ-followers, just as He wants them to be. He gives each Christ-follower special functions to perform for the good of the body (I Corinthians 12:4-11). To remain healthy, the body’s members must work together (John 17:20-23, Romans 15:5-7, I Corinthians 1:10). Each part contributes to the growth and maturity of the body (Acts 4:32-35, Romans 12:4-8). God works through the Church to reconcile a lost world to Himself through Jesus Christ.

For this reason, it is important for Christ-followers to regularly gather together for the purpose of celebration (Acts 2:42). During celebration, Christ-followers are equipped, built up, and encouraged through teaching, fellowship, prayer, and communion (I Corinthians 11:23-26, Galatians 6:1-2). Celebration in this way enables believers to serve one another and the unchurched people in their sphere of influence (Exodus 34:10).
In all Guest Services Roles, we:

- lead through care & connect to ensure that the Sunday morning plan is executed so people have the opportunity to experience Jesus in a real and authentic way
- inspire a culture that creates a welcoming environment, connects first-time contributors & leaders, and disciples current leaders.

Guest Services Director

- Guest Services Coaches
- Roadie Team Leads
  - Trailer Drivers (AM & PM)
  - AM Roadie (Set-Up)
  - PM Roadie (Tear-Down)
- Hospitality Leads
  - Leader
  - Bakers
  - Baristas
  - Hospitality Contributors
- Host Team Leaders
  - AM Usher/greeter
  - PM Usher/greeter
  - Parking Lot Greeters/Safety Team
- Info Center & Follow Up Team
  - On-site Info Center Team
  - Off-site Follow-Up Team Contributors (Sun thru Wed)
**GUEST SERVICES COACHES**

Role Description

*Create a Welcoming Environment for Newcomers*

1. Check Planning Center to insure all spots are filled.
2. Ensure contributors and other team leaders have what they need to be successful in their task (ie: communion, greeting, ushering, etc.)
3. Ensure that the appropriate leaders are attending to details for the celebration service.

*Engage and Connect First-Time Contributors*

1. Continually engage/invite new people to join the Guest Services Ministry.
2. Relationally connect with first time and new contributors to ensure they are well supported in their new role

*Disciple Current Contributors*

1. Lead Guest Services huddles before each celebration service
2. Pray with leaders and contributors on Sunday morning
3. Pray for leaders and contributors throughout the week
4. Discuss with the GS Director how contributors are growing through care & connect (attending weekly services, spending time with God, connecting in a small group)

*Personal Discipleship & Development*

1. Meet regularly with Guest Services Director for development and discipleship
2. Attend monthly Leadership Community
3. Apprentice another Coach
4. Meet regularly with Team Leads for discipleship & leadership development

*Tools that Support the Coaching Role*

- Coaching Guidebook
- Leadership Expectations
- Book, ‘Dare to Lead’ by Brene Brown
ROADIE TEAMS

Trailer Drivers

- Drive trailers to and from Celebration Services locale
- Set up road signs along the way
- Join the respective AM or PM Set-up or Tear-down Team

AM Roadie (Set-up Team)

- Arrive at location ready to unload bins from the trailer 2-3 hours before service begins.
- Participate in Set-Up Team Huddle
- Set-up Kids’ City/classrooms, lobby area, outdoor/parking lot areas, and Auditorium needs (curtains, etc)
- “Leave no footprint”

PM Roadie (Tear-down Team)

- Tear-down Kids’ City/classrooms, lobby area, outdoor/parking lot areas, & Auditorium needs (curtains, etc)
- Load all bins and move bins into trailer
- “Leave no footprint”

HOSPITALITY TEAMS

Coach

- During the week, invite/engage/schedule Hospitality Bakers, Baristas, and Contributors
- Check Planning Center for updates/needs, etc.
- Apprentice/meet with Team Leads outside of Sun AM
- Attend monthly Leadership Community gatherings
- Coordinate & direct leads/contributors on Sunday morning

Team Lead

- During the week, invite/engage new Hospitality Bakers, Baristas, and Contributors
- Check Planning Center for updates/needs of shift
- Attend monthly Leadership Community gathering
• Coordinate & direct leads/contributors (1) shift/Sun AM

**Baker**

• Bake snacks & bring them to service
• Once/month commitment of 4 dozen goodies

**Hospitality Team Roles**

• Prep, assemble, display baked goods in appealing manner; set by 915a
• Make coffee and tea
• Set tables and decor
• Monitor coffee and baked goods throughout, refill/restock as needed
• Check floors for cleanliness throughout morning
• Help Communion Team turnover for multiple services
• Clean, restock bin, and ready to load-out within 45 minutes of last service

**USHER/GREETER TEAMS**

**AM Usher/Greeter**

• Arrive 45 minutes before service to attend Morning Huddle for vision, prayer, and to run through service flow
• Serve as usher/greeter through administering of communion, passing out programs, parking lot or Auditorium engagement, taking up offering, etc & as directed by the Team Lead & Service Coach

**Noon Usher/Greeter**

• Arrive 45 minutes before service to attend Morning Huddle for vision, prayer, and to run through service flow
• Serve as usher/greeter through administering of communion, passing out programs, parking lot or Auditorium engagement, taking up offering, etc & as directed by the Team Lead & Service Coach
GUEST SERVICES VISION HAS THREE 3 PARTS:

Incredible Hospitality!

We create a WOW experience for newcomers that blows them away and leaves them eager for more. We think about our first and second time guests especially, and engage them with a smile, a treat, warm coffee, and genuine conversation.

Intentional Presence!

We engage and connect with first time attenders and contributors. We execute our part in helping to expand our Guest Services team through inviting others to serve alongside us. We think, “Who is waiting for me to invite them in?!”

Influential Discipleship!

- We disciple our current contributors. Rather than solely performing tasks together, we choose to care and connect - to encourage each other to become more like Jesus in all aspects of our lives.
- We develop and disciple leaders. We want to see them develop their character and calling within Guest Services through our apprenticeship model to move the mission of Restore forward.
QUESTIONS:

1. When did Jesus first become real to you?

2. How do you think Guest Services plays a role in helping people encounter and receive Jesus?

3. What excites you most about our GS Vision? What part will come most naturally to you? What part will challenge you most?

4. What helped you say ‘yes!’ to being a Guest Services apprentice?

5. When you think of your apprentice role in Guest Services, what do you hope to contribute? What do you hope to receive?

NEXT STEPS:

1. Set a time for your next leader/apprentice meeting

2. Read Conversation 2 and write your answers to the questions.
LEADERSHIP EXPECTATIONS
While we look at the Leadership Expectations, it is important to keep in mind that none of us have “arrived.” We are not able to accomplish all of these things 100% of the time. However, we do agree together that these are the biblical expectations of leaders in the church and we are striving to grow in each of these areas.

Restore Community Church leaders are called first and foremost to be servant leaders who model and encourage others. Leaders will serve as catalysts in Restore’s mission of Helping People Find Their Way Back to God through a commitment to growing and reproducing 3C Christ-followers (people who Celebrate, Connect, and Contribute) and leaders. A leader will be a personal example of a 3C Christ-follower.

Please read Restore’s “Leadership Expectations” (Appendix #3) and write your answers to the reflection questions.

CELEBRATE : GOD

We gather together weekly to celebrate what God is doing in our lives and in the church.

CELEBRATE A PERSONAL RELATIONSHIP WITH JESUS

God’s offer of salvation through Jesus calls for a response of faith. That response is demonstrated throughout the New Testament by repentance, acceptance of Jesus as Lord and Savior, and baptism by immersion. Repentance involves a change of heart and mind that causes us to want to put Jesus first in our lives.

When we commit our lives to Christ, we put our faith in Him to receive forgiveness of sins, eternal life, and the gift of the Holy Spirit. Baptism is the public demonstration by which a believer is identified with Christ, His body the Church, and a life of followership. The act is one done in faith and submission to the Lordship of Christ. (Mark 1:9 - 11, Acts 2:38, Romans 6, Colossians 2:12)

CELEBRATE THE WORD

Key to growing is better understanding of the principles found in Scripture (The Word). A leader will continually seek to increase his/her understanding of Scripture and model this value through daily time spent in the Bible (2 Timothy 2:15). A leader will seek to apply the principles learned from God’s Word in his/her everyday life, as well as encourage others to do the same.
2 Timothy 3:16-17 (NIV) “All Scripture is God-breathed and is useful for teaching, rebuking, correcting and training in righteousness, so that the servant of God may be thoroughly equipped for every good work.”

CELEBRATE PRAYER AND OTHER SPIRITUAL DISCIPLINES

In order to grow in a relationship with Jesus, a leader will begin to incorporate specific disciplines into his/her life. No relationship can grow without communication. As much as we need to communicate with our heavenly Father, He desires to communicate with us. In fact, He created us to fellowship with Him. The growing spiritual life of the leader will include disciplines such as regular prayer, Bible reading, and meditation on the Word. It may include others such as journaling, fasting, sacrificial giving, etc.

James 5:13-16 (NIV) “Is anyone among you in trouble? Let them pray. Is anyone happy? Let them sing songs of praise. Is anyone among you sick? Let them call the elders of the church to pray over them and anoint them with oil in the name of the Lord. And the prayer offered in faith will make the sick person well; the Lord will raise them up. If they have sinned, they will be forgiven. Therefore confess your sins to each other and pray for each other so that you may be healed. The prayer of a righteous person is powerful and effective.”

Also see, I Thessalonians 5:16-18

CELEBRATE THROUGH CORPORATE TEACHING, PRAISE AND WORSHIP

Growing and developing our relationship with Jesus Christ and His Church includes continuing fellowship and worship with other Christ-followers. This is not only beneficial to the personal spiritual life of the leader, but it is also an encouragement to other Christ-followers. Restore offers Celebration Services weekly as opportunities for corporate praise and worship. A leader will communicate the value of this event and his/her commitment to the Church through consistent participation in corporate celebration.

Hebrews 10:24-25 (NIV) “And let us consider how we may spur one another on toward love and good deeds, not giving up meeting together, as some are in the habit of doing, but encouraging one another—and all the more as you see the Day approaching.”
CONNECT : THE CHURCH
We experience Biblical community as we connect with others regularly.

CONNECT THROUGH SMALL GROUPS

A leader will have a commitment to the type of genuine biblical community seen in Acts 2: 41- 47. At Restore, we believe this biblical community is best experienced in the context of small groups. A leader will have a commitment to small groups demonstrated by personal weekly participation. They will serve as catalysts to connect others with groups.

Acts 2:46 (NIV) “Every day they continued to meet together in the temple courts. They broke bread in their homes and ate together with glad and sincere hearts,”

CONNECT FOR CARE AND SPIRITUAL GROWTH

A leader’s role is to spiritually grow and develop 3C Christ-followers at Restore. Leaders accept the responsibility to provide care for the individuals to whom they are ministering. The leader is not personally responsible to provide all care for individuals, but rather to facilitate care by connecting Christ-followers to care for each other.

1 Peter 5:1-4 (NIV) “To the elders among you, I appeal as a fellow elder and a witness of Christ’s sufferings who also will share in the glory to be revealed: Be shepherds of God’s flock that is under your care, watching over them—not because you must, but because you are willing, as God wants you to be; not pursuing dishonest gain, but eager to serve; not lording it over those entrusted to you, but being examples to the flock. And when the Chief Shepherd appears, you will receive the crown of glory that will never fade away.”

CONNECT THROUGH APPRENTICESHIPS

The apostle Paul modeled for us the importance of apprentice leadership (2 Timothy 2:2). One of the most effective ways to reproduce and maximize ministry impact is to be committed to doing ministry in pairs, a leader developing an apprentice leader.

In order for the body of Christ to continue to make a difference, each leader must take upon himself the responsibility of leadership development. A main priority for leaders will be to invest themselves in developing apprentices as the future generation of leaders, so ministry can be multiplied.
2 Timothy 2:2 (NIV) “And the things you have heard me say in the presence of many witnesses entrust to reliable people who will also be qualified to teach others.”

**CONNECT THROUGH LEADERSHIP TRAINING**

A characteristic of a growing 3C Christ-follower is to be teachable. This is also true for the leader. A leader will model a teachable spirit through consistent participation in monthly Leadership Community, as well as other developmental opportunities. Restore is dedicated to providing excellent leadership training and equipping opportunities. Similar to participation in Celebration Services and small groups, participation in these leadership training opportunities benefits not only the leader personally, but also encourages Restore’s body of leaders.

**CONTRIBUTE: THE WORLD**

*We impact our world as we contribute weekly to God’s work using our unique talents, passions, and resources.*

**CONTRIBUTE OF FINANCES** *(moving toward 10%)*

The Old Testament teaches the principle of tithing — giving to God the first 10% of everything you have. Giving God the first 10% of everything you have is endorsed in the New Testament by Jesus but goes even further as we see a shift toward total stewardship of one’s life and resources. God expects us to live conscious of the fact that everything we have belongs to Him. We are simply stewards/managers of the resources He gives us while we are on earth.

With this in mind, contributing 10% of our income to God would be a minimum expectation for many people. For others, it would be a goal to work toward. A leader will seek to align him/her self with biblical principles and model God - honoring stewardship to those who follow them. (Luke 12:13-21; 18:18-30; 21:1-4; Matthew 23:23, 25:14-28).

**CONTRIBUTE TALENTS AND SPIRITUAL GIFTS**

God gives every Christ-follower spiritual gifts and talents to be used to benefit His body, the Church. A leader will model the value of weekly contribution.

A leader will seek to discover how God has gifted him or her, and be accountable to the church for where/how to serve in ministry. The leader will encourage other Christ-followers to follow his/her example, discover their own gifts and talents, and use them in ministry for building up the
body of Christ at Restore and helping people find their way back to God. (I Corinthians 12, Romans 12, Ephesians 4).

CONTRIBUTE TO FAMILY

A prime commitment for every leader is to their family. While the demands of church ministry can become great, it should never be at the expense of one’s relationship to their spouse, children, siblings, or parents. Restore is committed to building strong families. A leader will model a God-honoring commitment to their family, an example that is consistent in the home, in the Church, and to a watching world. (Ephesians 5 & 6).

CONTRIBUTE IN SPEECH AND TEXT

As a leader, what we say and type has great influence. It is expected that a leader’s speech will be a positive example to those who follow him/her. The Bible speaks of our tongue as having tremendous power — both for good and evil (James 3). A leader is expected to guard his/her verbal and digital speech carefully, being positive and encouraging, building up the body — always “speaking the truth in love” (Ephesians 4:15). A leader is also to be known as one whose speech and actions have earned them a good reputation in their community (Titus 2: 6-8). This includes the digital world of e-mail, social media and text messages. What we say on digital platforms can have more influence that what we say in person.

CONTRIBUTE THROUGH PERSONAL TESTIMONY

A leader will seize opportunities to communicate the meaning and significance of a personal relationship with Jesus Christ. This will encourage the believer and challenge the unbeliever. It is important that a leader is able to clearly and concisely communicate a Gospel message within the context of his/her own spiritual journey. A leader will be able to support his/her story with Scriptural teaching as a valuable tool for personal evangelism (Matthew 28:18-20)

1 Peter 3:15-16 (NIV) “But in your hearts revere Christ as Lord. Always be prepared to give an answer to everyone who asks you to give the reason for the hope that you have. But do this with gentleness and respect, keeping a clear conscience, so that those who speak maliciously against your good behavior in Christ may be ashamed of their slander.”
REFLECTION QUESTIONS:

1. What comes to mind when you hear the word “leader”?

2. Are you more of a natural leader or natural follower?

3. What leadership roles have you held over the years? Did you enjoy them? Why or why not?

4. After reading “Leadership Expectations”, what concerns or questions do you have?

CELEBRATE:

- Share your baptism stories. If you’ve been baptized, share your baptism stories. If not, what questions do you have about baptism? What concerns? What would help you take a step towards it? (for more information, refer to Restore’s baptism conversation.)

- What spiritual disciplines (e.g. reading the Bible, praying, journaling, fasting, etc.) have been the most helpful in your journey with Jesus?

CONNECT:

- Acts 2:42-47 talks about fellowship of believers. How are you experiencing biblical community through small groups?

- How do you feel cared for at Restore? How can more of your needs be met?

- Restore values developmental opportunities for leadership training and equipping. What have you been learning from attending Leadership Community?
CONTRIBUTE:

• How is God challenging you in the area of generosity?

• How are you using your spiritual gifts to help others find their way back to God? If you’re unsure what your spiritual gifts are, take the spiritual gifts assessment available on Restore’s website.

• Which of the “Leadership Expectations” will come most naturally to you? Which will you struggle with?

Remember, we’re all growing in our ability to meet the Leadership Expectations. It is a process as we transform into the people God created us to be.

NEXT STEPS

• Set a time for your next Leader/Apprentice meeting

• Read Conversation 3 and write your answers to the questions!
RELATIONSHIP OVER TASK
"As Jesus and his disciples were on their way, he came to a village where a woman named Martha opened her home to him. She had a sister named Mary, who sat at the Lord’s feet listening to what he said.

But Martha was distracted by all the preparations that had to be made. She came to him and asked, ‘Lord, don’t you care that my sister has left me to do the work by myself? Tell her to help me!’

‘Martha, Martha,’ the Lord answered, ‘you are worried and upset about many things, but only one thing is needed. Mary has chosen what is better, and it will not be taken away from her.’”

Luke 10:38-42

The conversation between Martha and Jesus highlights an area of leadership tension we can experience in Guest Services on a weekly basis. Relationship and task: how do we celebrate and lean in to this tension?!

**OUR “MARTHA” TEMPTATION:**

For Guest Services, our tension can be seen in the following picture.

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| Necessary Tasks | Getting to Know Contributors |
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On one end, there are many necessary tasks to pull off a Sunday morning. We get to work and the details can take our entire focus if we let them. On the other end of the spectrum, there are numerous people that serve on our team. Our intent is to get to know more than their names and where they work!
RELATIONSHIP OVER TASK

As a mobile church, we work hard to transform our spaces so that people can meaningfully engage God; at the same time, we work to not miss those around us. Our mantra is simple: relationship over task.

The image below illustrates our desire for Guest Services. Instead of seeing these two task and relationship as competitors, we can see them running parallel to one another. We strive to get tasks done as we get to know one another.

SO: HOW DO WE PRIORITIZE RELATIONSHIP OVER TASK?

Glad you asked! As you apprentice towards a leadership role in Guest Services, it is especially important to create an atmosphere where relationships are prioritized. Here are a few basic ways to think about engaging:

SUNDAY MORNINGS

1. **Ask good questions.** Inquire about someone else’s life. This might sound basic but we are commonly self-focused and miss opportunities to get to know others. If you struggle to know what to ask new contributors, check out a couple good starter questions at the end of this doc.

2. **Make a goal to learn at least one new thing about someone else each time you serve.** If this is an intentional goal each weekend, you will be surprised at how much relationships can deepen over time.

3. **Prioritize Huddles.** Arrive on time so the Service Coaches and Director can interact with you/your team. They want to care and connect with you too! As Team Lead, ask for prayer requests as well as go over the details that need to be covered. Help your contributors to prioritize huddles if they are struggling to do so.
4. *Have fun!* Yeah, that’s right, laugh a little! Especially when there are difficult circumstances (fewer contributors than usual, chaotic weather, trailer breakdown, behind schedule). Allow somewhat stressful moments to be shared moments of victory over adversity.

**DURING THE WEEK**

5. *Text someone from your team.* Ask them how the week is going. Ask if you can pray for them in any particular way. People really appreciate it!

6. *Grab coffee.* As you get to know someone you are serving with, or someone who is on one of your teams, make time to simply hang out and hear more about their life. As the leader, take the initiative to connect!

7. *Share a meal.* Invite someone over to your home or try out a new restaurant ... who doesn’t like food and a chance for deeper friendship?

8. *Do something fun/recreational together.* Do you like music, sports, movies, gaming, camping, scrap booking, baking? Using an interest of yours, invite others to join you for fun outside of Sun AM!

9. *Create/participate in a FB group or GroupMe group in which your team interacts.* Plan get-togethers here, share prayers requests, send reminders about Sunday mornings and social events, and so forth.
REFLECTION QUESTIONS

1. How have you felt the tension between relationship and task during your time in Guest Services?

2. How have you felt pursued relationally during your apprenticeship in Guest Services? Has that been lacking in your apprenticeship? If so, please do the hard thing and discuss it now with grace, love, and kindness.

3. Looking at the suggestions for how to prioritize relationships, which of those are you actively engaging in? What is one you could use more?

4. Who should you get to know better on your team? What is a good first step in getting to know them?

NEXT STEPS

• Set a time for your next Leader/Apprentice meeting

• Read Conversation 4 and write your answers to the questions

• Engage someone from Guest Services this week and be ready to chat about it with your Leader next week.
DEVELOPING AN APPRENTICE LEADER
“Then Jethro, Moses father-in-law brought a burnt offering and other sacrifices to God, and Aaron came with all the elders of Israel to eat bread with Moses’ father-in-law in the presence of God. The next day Moses took his seat to serve as judge for the people, and they stood around him from morning till evening. When his father-in-law saw all that Moses was doing for the people, he said, “What is this you are doing for the people? Why do you alone sit as judge, while all these people stand around you from morning till evening?”

Moses answered him, “Because the people come to me to seek God’s will. Whenever they have a dispute, it is brought to me, and I decide between the parties and inform them of God’s decrees and laws.” Moses’ father-in-law replied, “What you are doing is not good. You and these people who come to you will only wear yourselves out. The work is too heavy for you; you cannot handle it alone. Listen now to me and I will give you some advice, and may God be with you. You must be the people’s representative before God and bring their disputes to him. Teach them the decrees and laws, and show them the way to live and the duties they are to perform. But select capable men from all the people—men who fear God, trustworthy men who hate dishonest gain—and appoint them as officials over thousands, hundreds, fifties and tens. Have them serve as judges for the people at all times, but have them bring every difficult case to you; the simple cases they can decide themselves. That will make your load lighter, because they will share it with you. If you do this and God so commands, you will be able to stand the strain, and all these people will go home satisfied.”

Exodus 18: 12-23

WHY AN APPRENTICE LEADER?

Restore has chosen to follow the Leadership structure laid out by Jethro in his conversation with Moses, the story you just read.

With intentional and ongoing leadership development, we believe that more and more people will find their way back to God.

Paul also writes about Leadership Development in his letter to Timothy.
The strategy of the early church was to develop and disciple leaders who then developed and discipled more leaders. And the early church grew exponentially as a result.

2 Timothy 2:2

You then, my son, be strong in the grace that is in Christ Jesus. And the things you have heard me say in the presence of many witnesses entrust to reliable men who will also be qualified to teach others.

When we have the accountability and partnership of an apprentice, we plan ahead with more consistency and we execute more effectively. That alone is a good reason to have an apprentice Guest Services leader working with us. There are two more really good reasons:

• Helping people find their way back to God.

• Mobilizing Christ followers to Change the world.

The more leaders we have, the more people can grow in their relationship with God and others.

WHY REPRODUCE IN GUEST SERVICES?

REPRODUCING IS ABOUT THE HERE AND NOW

Guest Services is the place where pronouns change. It is the ministry area where people begin to realize this is “my” church. This is “our” church. We begin to understand that we play a unique role in helping people find their way back to God through executing our weekly celebration services.

We also reproduce because we strive to create a welcoming environment for newcomers. We know that we will need a team of people to create a welcoming atmosphere.

REPRODUCING IS ABOUT THE FUTURE

Ultimately, Restore is about creating Intentional Discipleship Environments (IDE’s). We are committed to reproducing campuses and church plants. It’s who we are; it’s what we do. As we pray, raise up leaders, and fund future campuses and plants, wouldn’t it be great to send a trained team with them? One of the motivations for reproducing Guest Services leaders and contributors is to be ready to release and send discipled people to the next campus.
WHO IS AN APPRENTICE LEADER?

So, you may be wondering who could be your first apprentice? Great question! Here are some things to look for in a potential Guest Services apprentice:

- **Faithful**—they have good momentum and direction towards God.
- **Available**—they can make space in their life for Guest Services leadership.
- **Teachable**—they are open to growing and learning more all the time.

HOW DO I DEVELOP AN APPRENTICE LEADER?

One of the best ways to develop effective Guest Services leaders is “on the job” training. As a leader, you give your apprentice things to do. Here is a schedule for getting your apprentice ready to lead on their own:

- **I do, you watch, we talk**
- **I do, you help, we talk**
- **You do, I help, we talk**
- **You do, I watch, we talk**
- **You do, someone else watches, we talk**

Each apprentice will go through these steps at a different pace. It could happen in 6 weeks or 6 months; 6 years might indicate that you need to pick another apprentice ;)}
REFLECTION QUESTIONS

1. Share a time somebody watched you do something so that they could learn how to do it. (i.e.: cooking, computer work, using a new piece of equipment or an appliance, etc.) What did they watch you do? How did you feel when they were watching you?

2. Whose leadership style do you identify with most? Moses (I have to do this all myself) or Jethro (I better get some help and quick)?

3. Who was the first person to recognize potential in you? What was it they saw in you that was most motivating and encouraging?

4. Who can you think of that would make a great leader in Guest Services? Write down two or three names of people you could invite in/potentially apprentice. Let’s pray for them.

NEXT STEPS

• Set a time for your next Leader/Apprentice meeting
• Read Conversation 5 and write your answers to the questions
• Set aside one specific time of prayer this week to pray over the specific needs of your ministry area in Guest Services.
ENGAGING IN
GUEST SERVICES

CONVERSATION 5
"As Jesus was walking beside the sea of Galilee, he saw two brothers, Simon called Peter and his brother Andrew. They were casting a net into the lake, for they were fishermen. ‘Come follow me,’ Jesus said, ‘and I will make you fishers of men.’ At once they left their nets and followed him.

Going on from there, he saw two other brothers, James son of Zebedee and his brother John. They were in a boat with their father Zebedee, preparing their nets. Jesus called them and immediately they left the boat and their father and followed him.”

Matthew 4: 18-22

Jesus was the master discipler. He started a world-wide, eternity-changing movement by inviting some previously unknown fishermen to join him on a life-changing journey.

Jesus was also a master at Engagement. Before they were willing to take the plunge into discipleship, they had to be intentionally invited. They needed the opportunity to do something different. We don’t see all the specifics of how Jesus engaged them but something in the way he looked at them and spoke to them made all the difference.

In this conversation, we will discuss the need for engaging first-time contributors in Guest Services. We spent a whole conversation on Reproduction. Why a whole conversation on Engagement?

They work hand in hand.

Reproducing focuses primarily on leadership growth through apprentices. Apprentices like yourself are people who are in training for a leadership position in Guest Services. Leaders in Guest Services engage, coordinate, invest in, and disciple their teams of contributors.

Engagement focuses on the invitation. Specifically, inviting new people into Guest Services to become contributors to the mission of helping people find their way back to God.

WHO COULD WE ENGAGE?!

Everyone wants to be invited into a story larger than their own. What does this look like?

It’s comfortable to think of the current leaders (including the Guest Services Director, Campus Pastors, Service Coaches, etc) as responsible
for that engagement. The truth is that thinking only keeps you from experiencing the joy of engaging someone with the reality that God has a bigger story to write on their life!

When we see the ‘edges’ of our ministry as our own then every single one of us will regularly engage with people new to us. The question in our head can be, “Who is waiting for me?!” This helps us see the joy in the invitation. We want to create a culture in Guest Services where everyone (contributors, apprentices, leaders, coaches, Director) see themselves as capable of and excited about engagement.

So how do you as an Apprentice Leader begin to think of engagement as a part of your leadership role?

**ENGAGEMENT 101:**
**A FEW SUGGESTIONS FOR THE INVITATION**

- Pray regularly over your circles of influence (friends, family, work, small group members, etc) - who could possibly join you in Guest Services?!

- Invite someone from one of those circles.

- Build relationships with the contributors on your current team. Share the vision of engagement in your huddle on a regular basis. Entice them to think in terms of Hero-making! This could look like inviting someone to serve alongside them. The Restore DNA of engagement spreads as quickly as it is shared.

- Make the ask! Sometimes this happens naturally in the flow of a conversation; sometimes it is done more formally by asking someone to coffee and directly inviting them in.

- Affirm them. Share what you see in them (ICNU conversation). “I see that you care deeply that others feel comfortable and welcomed. I serve regularly on a team that does exactly that. Would you consider joining my Hospitality Team?”

Engagement is part of the story we’re writing in Guest Services at Restore. Let’s say we have invited a friend from our circle of influence, they said ‘yes’, and are serving with us for the first time this coming Sunday.

**HERE ARE A FEW WAYS TO HELP THAT FIRST SERVING EXPERIENCE BE A WOW EXPERIENCE:**

- Introduce them to the team. You are the primary gateway for new relationships for the new contributor.
• Thank them right away for serving!

• Ask them questions and get to know them. Embody the ‘relationship over task’ mantra discussed earlier.

• Talk through what you are doing and involve the new contributor in everything. Many of the tasks (like setting up a classroom or making coffee) need specific instructions. It will take a little extra time as you explain, but it is vital. If you do all the work while they watch, they will think their contribution to the team doesn’t matter and therefore they are less likely to fully buy-in.

• Watch their non-verbals. Do they seem overwhelmed at the task? Do they seem like they want more to do? Feel free to ask questions like, “How’s it going?” & “Is this all making sense?”

• Give simple affirmations along the way.

• Have a good time with your team! It’s appealing for a new contributor to observe the quality relationships that have formed on the team.

• Make sure the new contributor participates in the huddle so they can hear the vision behind their acts of service.

• If a group of you are hanging out after service, extend an invitation to the new contributor!

ONE MORE ENGAGEMENT NOTE:

What we often see in Guest Services is that we are a fantastic and highly effective entry point for people begin to serve in some capacity.

During their time in Guest Services, they might realize they are realizing a calling in another ministry area such as Restore Youth or Small Groups; they may choose to transition from GS to another ministry area. We celebrate this transition, friends!

Remember back to our opening passage when Jesus recruited those followers? Well, flash forward to the last scene of the Gospel of Matthew and you find that same Jesus sending his recruits out into the world to “make disciples of all nations” (Matthew 28:16-20). Jesus engaged them so that he could send them! Let’s do the same.
**REFLECTION QUESTIONS**

1. What seems most challenging about engaging someone to begin contributing in Guest Services?

2. Think through your circles of influence. Who could work alongside you on the team you are on right now? Make a list of 2-3 people that you could begin to pray for and make an intentional effort to have an engaging conversation with.

3. Remember back to your first time contributing with Guest Services. What made the experience ‘sticky’ for you - why did you want to come back?! Did anything go poorly? If so, what would have made it better?

4. When is the last time you noticed a first-time contributor in your area of Guest Services? How did you engage them? What would you do the same? What would you do differently?

5. In your time with Guest Services thus far, have you seen anyone come into the ministry and then leave to serve in another area? Was that person sent well? What are some marks of sending someone well?

**NEXT STEPS**

- Set a time for your next Leader/Apprentice meeting
- Read Conversation 6 and write your answers to the questions
GUEST SERVICES AT ITS BEST
“There are different kinds of gifts, but the same Spirit. There are different kinds of service, but the same Lord. There are different kinds of working, but in all of them and in every one is the same God at work.

Now you are the body of Christ, and each one of you is a part of it.”

1 Corinthians 12:4-6, 27

All of us who contribute in Guest Services bring different personalities, talents, and spiritual gifts to the table, and yet our diversity can be brought together and leveraged for an amazing Sunday morning experience! It actually works best when we execute and disciple alongside each other because each of us are better at one opportunity over another. At our best, we don’t all bake or drive a trailer ;)

Just as Jesus prioritized relationships, we too work together to prioritize others and help them feel valued. Our deepest hope is that when people join us, they experience deep, authentic care & connect.

In this final conversation, we wrap a few loose ends in order to make our ministry the dynamic, discipleship environment it is intended to be.

**THE FIVE SENSES**

One element of being at our best is being aware of the five senses. Each person will take in and assess their atmosphere in a way that will determine if they will come back week to week.

**SIGHT**

1. Do we have easy-to-follow signage that welcomes newcomers all the way from the parking lot into our celebration service? Is trash picked up?
2. Do any of our signs look damaged and in need of replacement?
3. Is there any clutter (bins, jackets, trash etc.) that can be removed?
4. Do the baked goods, drinks, and decorations look appealing?
5. Do the decorations for a particular series and the arrangements on the tables create an inviting atmosphere?
6. Do the Kids’ City spaces look clean and inviting?
7. How are we partnering with the Arts Team in the Auditorium to create another layer of welcome and invitation to corporate worship?
SOUND
1. Is lively chatter happening before and after service? Why/why not?
2. What do you hear in the lobby/ies? outside?
3. What conversations did you overhear as you served?

SMELL
1. Is the coffee prepared and filling the lobby with enticement?
2. Do the baked goods give off an appealing aroma?
3. Are the bathrooms clean?

TOUCH
1. Is there enough room for people to sit comfortably? Can we see easily?
2. Is it too cold or too hot in the meeting spaces?
3. Do you see handshakes and hugs happening throughout the day?

TASTE
1. Did you or your teammates try the coffee and baked goods before setting them out? (No, you shouldn’t feel guilty for a small taste test!)
2. How did the Holy Spirit show up today?!

GREAT ATTITUDE

Get ready for an understatement: attitude is really important in Guest Services! Who knew?! ;)

Truly though; if we are going to provide a welcoming environment for newcomers and regular attenders, we need to make sure we have people on our teams who are committed to a great attitude. A few marks of a great attitude:

• Flexible
• Friendly

• Team-oriented
• Teachable

As we continue to grow our Guest Services teams, we are consistently looking for contributors that embody these characteristics.
COLLABORATION WITH KIDS’ CITY AND CREATIVE ARTS

Guest Services isn’t the only ministry busy on Sunday mornings: Kids’ City and Creative Arts are regularly setting up, tearing down, or rehearsing diligently right alongside us! Restore has a fantastic history and culture of collaboration where we help and support one another across the different ministries.

Practically speaking, we should be quick to check in with the other teams to see if we can help. A few extra hands go a long way in finishing up lingering tasks and it’s guaranteed that those contributors will be grateful for the additional help! Have your head up, look around for opportunity to engage with someone you might not know yet and ask how you can support them. They will be plenty of time to engage with the friends you’re serving with as well.

GUEST SERVICES LEADERS CARE, DISCIPLE, AND EXECUTE

For Guest Services to be at its best, we need leaders who care, disciple, and execute concurrently.

WHAT DOES IT MEAN TO CARE/CONNECT?

Two groups of people come to mind when we discuss care; the people who show up on Sunday mornings & the contributors who serve in Guest Services.

1. Sunday AM Guests: Leaders are expected to care for people who show up on Sunday mornings. Some people you may know well; others you won’t know at all. Leaders model a welcoming presence that helps to makes everyone feel at home. On Sunday mornings, the level of care is mostly “in the moment.” It will be care through asking someone’s name and having a small conversation with them; directing someone to the restrooms; giving a high-five to a child to make them feel welcomed. A good self-check is “Am I talking mostly with people on my team/I already know or have I met several new people.”

2. Sunday AM Guest Services Contributors: From a leader’s perspective, the deepest level of care is with your apprentices and contributors on your team. The level of care and friendships within Guest Services will directly reflect our engagement success with new and long-time contributors. Real care for Guest Service apprentices and contributors needs to happen outside of the celebration service. While care is absolutely shown through huddles and conversations as we serve on a Sunday morning, true care & connect pushes far beyond seeing them every couple of weeks when they serve. Staying connected to your team via a FB group or GroupMe group, inviting
them to coffee, following up to the prayer request they shared last week in huddle: this is influential discipleship in Guest Services.

**WHAT DOES IT MEAN TO BE A DISCIPLE MAKER?!**

One of Jesus’ final commands was to “make disciples of all nations” and “teach others to obey everything he commanded.” (Matt 28)

Discipling can be ambiguous for many but at the core of it is an investment into a person (or a few people) where you help them to obey what Jesus is doing in them - character transformed, calling realized.  

As a leader, you have significant potential to influence your contributors to engage in IDE’s such as the Alpha Class, Small Groups or Followers Made groups, even becoming a Coach in a ministry area at Restore. If you find that some of your teammates aren’t connected to an IDE, invite them to yours!

**WHAT DOES IT MEAN TO EXECUTE WELL?**

This theme is the task side of Guest Services. In order to provide an excellent Sunday morning Celebration experience, we do execute important details and we do need leaders who are helping solve various problems as they arise. Leaders are not expected to accomplish all the tasks. You might be thinking: what’s more effective then?! We’re glad you asked! Using your influence to help others creatively problem solve and execute with grace and love along the way! We live in the tension of execution and discipleship and have a ton of fun along the way.
REFLECTION QUESTIONS

1. Look back at “the five senses” section and think about our current celebration services. Where are we winning? Which sense could we engage better?

2. Have you experienced frustrations with your role/team? How did you deal with your frustration?

3. Which of the three themes (care/connect, disciple-making, and execution) comes most naturally to you? Which is your greatest growth area?

4. Who are you caring for on your team? Who might need more attention?

5. How will you begin initiating conversations about next steps for the contributors on your team?!

NEXT STEPS

• Praying and initiate conversations with someone about apprenticing them in Guest Services!
GET TO KNOW YOU QUESTIONS
GET TO KNOW YOU QUESTIONS

Sometimes we need some questions in our back pocket; ones that work if talking with anyone. From the first-time guest to the long-time guest, our level of authentic engagement begins with a great question! Try these on for size:

1. What brought you to Restore? How long have you been coming to Restore?
2. Are you originally from Kansas City? In not, what brought you to KC?
3. What is a favorite hobby of yours? What do you do in your free time?
4. Tell me more about your family! Do you have siblings?
5. Where do/did you go to school? What did you study?

Remember to note non-verbal cues and body language as you listen. Take note, feel out the conversation, and let the Spirit lead!
Huddles in Guest Services
Huddles in Guest Services

Common Elements Across the Teams

1. Thank you & Vision - the Team Lead always takes a moment to thank everyone for their choice and commitment to the team. They connect the work of the day to the mission of “helping people find their way back to God”. Contributors excel in an environment that reminds them of their ‘why’ - why they chose to serve in the first place!

2. Prayer & Connection - a quality Huddle makes time for people to share; it might be a fun story about their week, a praise or prayer request/need they have. This way, they feel connected to one another and to God. A great Team Lead listens to people’s wins and challenges from week to week and prays for their Team.

The Huddles at Restore

1. Set-Up Team Huddle
   - This huddle takes place after trailers are unloaded & before we take our places throughout the building
   - 5-8 mins in length

2. Usher/Greeter Huddles
   - This Huddle takes place 45 mins to prior to 1st service starting
   - Service Flow is reviewed/details shared as needed (GBTG, Communion flow, special moments, etc)
   - 5-8 mins in length
   - Includes Info Center and Hospitality Team Members

3. Tear-Down Huddle
   - This Huddle takes place immediately following 2nd service & before we take our places throughout the building
   - 5-8 mins in length
4. Parking Lot/Safety Team Huddle
   - This huddle takes place 45 mins prior to any service start.
   - 5-8 mins in length
   - Lead shares any pertinent safety/greeting information for the day
   - Team is encouraged to pray as they walk the ‘campus’ - pray for the building, the people who are in and will come in, etc.