

GUEST EXPERIENCE

WHAT IS A CULTURE GUIDE?

At Victory Church, we know that culture either happens by design or by default. Rather than allowing our feelings, upbringings, past experiences, or standards of society to take the lead, our goal is to intentionally create a culture that glorifies God.

Culture Guides are intended to do 2 primary things:

1. Give members the information needed to *finalize* their serving team decision.
2. Serve *as the onboarding*, providing all the information and guidance for how the team operates.

C.H.E.C.K. VALUES & GUIDING PRINCIPLES

COURAGEOUS:

We follow Jesus into the unknown, walking by faith and not by sight, no matter what it costs us.

- We Get Out of the Boat
- We Lead Ourselves

HUMBLE:

We are not led by title. We lead with open hands, always seeking to serve others.

- We Use Our Titles as Towels
- We Fail Forward

EMPOWERING:

We make disciples who make disciples: Equip, empower, and send!

- We Are Gold Miners
- We Hand Over the Keys

CONNECTED:

We stroll through the crowd; we seek to know people and walk alongside them through life.

- We Smell Like the Sheep
- We Pull on the Same Rope

KIND:

People know we are disciples of Jesus by the way we love others.

- We Are Tigger, Not Eeyore
- We Live by the Golden Rule

TEAM POSITIONS

- **Ministry Lead:** provides oversight for an entire ministry for a campus or for Victory Church
- **Coordinator:** leads/supports a group of coaches and/or oversees a specific component of ministry
- **Coach:** leads/supports a group of leaders
- **Team Leader:** leads/supports a group of team members or a small group
- **Team Member:** (replaces the term “volunteer”); usually an individual contributor to a ministry team

OPPORTUNITIES TO SERVE & GROW

There are many different teams, roles, and leadership opportunities within Guest Experience! Each team serves a unique function but carries the same heart of preparing for, looking for, and caring for the one. Here is a list of our Guest Experience teams, a brief glance at their function, which campuses they serve, and other information you may need to know as you decide which you’d like to try:

Greeters – Welcome guests as they enter our lobbies and sanctuaries.

- *All campuses*
- *Ages: 13+ (ages 13-15 when serving with a parent/guardian)*

New Here – Welcome new guests with a gift, conversation, and information about our church and ministries.

- *All campuses*
- *Ages: 18+*

Ushers – Welcome guests into our sanctuaries, guide them to available seats, count guests and salvation responses, manage sanctuary disruptions, and assist with items like tissues, tithe envelopes, and communion.

- *All campuses*
- *Ages: 18+*
- *Note: One way we choose to celebrate and model men serving God and their church is by staffing our Usher ministry teams with males only.*

Cafe – Continue offering connection and hospitality while serving guests food and beverages.

- *All campuses*
- *Ages: 14+*

Parking – Welcome guests onto our campuses and help them safely drive, park, and walk through our parking lots.

- *All campuses*
- *Ages: 18+*

Shuttles – Welcome and help guests travel safely to our buildings when the distance from their vehicle is significant.

- *Campuses: Norcross, Midtown, and Hamilton Mill*
- *Ages: 25+*
- *Additional Requirements: Motor Vehicle Report check and valid driver's license*

Curbside – Welcome and help guests load and unload from their vehicles when extra support is needed (wheelchairs, walkers, strollers, etc.).

- *Campuses: Norcross only*
- *Ages: 18+*

Translation – Serve guests with language interpretation services, including helping get their devices set up and/or providing live translation of the service.

- *Campuses: Norcross (Spanish, French, Portuguese) and Hamilton Mill (Spanish and Korean)*
- *Ages: 18+*

OUR MINISTRY GOAL

Whether they're brand new or have been a part of Victory for years, every person attending a service is our guest. It's our joy to welcome them, knowing that an encounter with God is exactly what they need! We build real relationships with God and each other, then together we serve all the people who come to our campuses on the weekends.

As Guest Experience Ministries, we prepare for, look for, and care for the one.

Prepare for – Expectant! We get ourselves and our spaces ready for guests.

Look for – Eyes up, smiles on, and intentional about connecting!

Care for – We're here to serve! We have roles, but we make room for relationship.

The one – *Each* one! In a sea of people, we make sure each person feels seen.

GUIDELINES & COMMITMENTS

Time Commitments:

Weekends: Guest Experience team members serve during our weekend services **every other week**. Exact arrival times and length of serving times are unique to each serving team within Guest Experience, but all teams will have a meeting or connection point during their scheduled time, and all teams' schedules are designed so everyone can attend a service.

Trainings: During the year, trainings/refreshers may be scheduled for your team, or even for larger gatherings of all of your campus's Guest Experience ministries. We ask that, as these are announced, you make every effort to attend.

Other Opportunities: The two items above are the only required time commitments. Your leader may send out additional opportunities (for example: additional Guest Experience needs for Easter and Christmas services). They are important but optional. Help as you can when you can.

Commitment: When you are ready to join a Guest Experience team, we ask for a six-month commitment. Should a change need to happen before those six months are up, we ask for two serving rotations—or roughly one month—of notice.

Scheduling: We use an online tool called Planning Center Online (PCO) for all of our ministry's scheduling. It will communicate to your email inbox, and even your text number if you like, but it will require you to use either its phone app or website to confirm your schedule request or to communicate your upcoming schedule conflicts. Using Planning Center is expected for all Guest Experience team members. But have no fear! It's not complicated, and we will help you until you're comfortable using it on your own.

Communication is a must from all involved. Exchange numbers, confirm email addresses, and ask any questions you can think of about scheduling and Planning Center. You will be expected to use the assigned tools to confirm scheduling requests, to let us know something unexpected has come up (like sickness), to block out upcoming dates you're unavailable, and to communicate any other necessary information – from personal prayer requests to serving related questions. "Communication" starts with "co"... It takes both of us!

Flexibility is a gift from your Guest Experience leaders to you and from you to your Guest Experience leaders. Sometimes a process needs to change. Sometimes something additional/different needs to be done on a weekend. Sometimes mistakes are made. Let's maintain relationship and trust as we navigate the unexpected things of life together.

Real Relationships: It's our hope that friendships grow as you link arms with others to serve! To encourage real relationships, we foster community where life can be shared and supported – both celebrations and struggles. We also have Small Groups built into our teams and encourage you to join one, especially if you are not in a Small Group already.

Physical Contact: As a part of Guest Experience, you could serve hundreds of people at a time! Please be mindful of appropriate contact with these guests. A good guideline to follow is: high fives, fist bumps, and, when appropriate, a pat on the back or a side hug. If the opportunity presents itself to pray for someone, a hand on a shoulder or holding hands could be appropriate. Any other physical affection or playful physical contact should be avoided while you serve.

Background Checks are conducted for all team members (ages 18+) in all ministries at Victory. But don't let that stop you! Please have a conversation with us. We love to walk relationally with people and find a way to say "Yes!"

Onboarding and Next Steps: We've got you! Your campus's Guest Experience leaders can help you discern which team might be a good fit and will help you understand your next steps for that particular team. You can expect to be welcomed, to be well-trained, to be introduced to teammates, and to be provided with necessary details like time expectations, what to wear (and not wear), where to meet, and where to park.

FAQs

How often would I be scheduled?

Every other week. The additional details of "what time" and "how long" will be answered by the leader of the team you're interested in.

Could I serve at the same (or different) time as my family?

Yes! Our scheduling tool, Planning Center, has the functionality to help households serve the same or different weeks, even if people are on different ministry teams! We will work with you.

I have kids. Can I still serve?

Yes! This is a great opportunity to model serving for your children. We'll work with you and will help you know when you can step away to get your kids checked in to their ministry.

What happens if I miss a week I am scheduled?

Communicate, communicate, communicate. If you know in advance, please help your leader by blocking out those dates in Planning Center. If there's a conflict on the day of your serving (like waking up sick or with a sick kid), communicate with your Team Leader as soon as possible.

Any heads up is better than no heads up! And if you forgot and missed the scheduled time, please communicate anyway. Communication builds relationship and trust.

I am concerned about having a Background Check.

Please come talk with us! Whether it's concern about what may show up on it or fear of not having necessary documents, or something else, please trust us to walk with you. We can provide guidance, and we can also promise that your personal information will be handled with confidentiality and love by a very small number of necessary staff members.

What's next?

First, if you are unsure of which one of our Guest Experience teams is the right fit for you, our team will help you sort that out! One of our leaders will reach out to you about next steps (i.e. shadowing a member of the team you're interested in during an upcoming weekend service). If a team you try doesn't feel like the right fit, we will help you find the right one, even if it means serving in an entirely different ministry. We're here to help!

I still have questions...

Not a problem! Our Guest Experience leaders can help guide you or find the answer you need.