

The Hope Project Guest Services Vision

To communicate the gospel through the way we serve, showing people that they matter to us and that they matter to God.



Volunteer Expectations

VOLUNTEER ATTRIBUTES

- Each volunteer needs to have a growing relationship with Jesus.
- Each volunteer should abstain from drugs and alcohol.
- Each volunteer is strongly encouraged to be a financial partner with the ministry.
- Each volunteer should completely abstain from gossip.

BEHAVIOR:

- Deliver a “wow” experience
- Create fun
- Leave a Lasting Impression

SCHEDULE:

- Please arrive at 5:30PM to enjoy a time of community, worship, and a short meeting. This allows us to have time to connect and catch up.
- The moment we go into positions we shift to being guest-centric.

PRE-SERVICE

- Be in position at 5:55PM and wait to be released by your leader.

POST-SERVICE

- Follow your leader’s direction for the appropriate time to return to your position and wait to be released by your leader.

Leader Expectations

Each leader needs to have a growing relationship with Jesus and be willing to shepherd their team.

BEHAVIOR:

- Deliver a “wow” experience, not just for guests, but for their team.
- Create a fun experience for their team.
- Leave a lasting impression by loving their team well.

SCHEDULE:

- Please arrive at 5:30PM to enjoy a time of community, worship, and a short meeting.
- Check in with, and pray for, team members throughout the week.

- Ensure that the moment volunteers go into positions, they shift to being guest-centric.

PRE-SERVICE

- Ensure your team is in place at 5:55 and release them when their responsibilities are complete.

POST-SERVICE

- Gives direction for the appropriate time for their volunteers to return to their position and when to be released by your.

The Hope Project Safety Team

WIN Our gatherings remain safe environments where people can experience the grace, mercy, and love of Jesus without fear of being harmed, violated, or distracted.

WE DO THIS BY Ensuring gatherings are safe environments, conducive to people experiencing the gospel not just by what we say, but by what we do.

- Remaining vigilant throughout all of our gatherings. We want men and women who are vigilant, not vigilanties. Our weapon should be love until there is serious risk of bodily injury.
- In the event of a serious situation that requires force, this team should call 911 first and use their provided pepper spray if needed.
- This team should monitor the entry and exit of each guest and use their best judgment of each individual, to decide who needs to have some extra eyes on them. Remember, we are not necessarily judging the individual, but the individual's actions.
- This team shall not allow people to bring in book bags.
- This team will ensure that each guest and volunteer are wearing a mask at all times for the safety of everyone.
- At least two people need to have radios and be at the front and the back of the gathering to communicate important information about suspicious individuals.
- There shall be one leader of this team who leads the rest of the team throughout the week. Refer to the leader role for specific guidelines.
- Take each guest's temperature at the entrance with our thermal thermometer to ensure we keep a safe environment. Any temperature above 99.9 degrees should not be allowed entrance.

The Hope Project Greeting Team

TEAM WIN For every guest to feel welcomed and be able to find help when they need it.

WE DO THIS BY...

BEING HOSPITABLE

Everything communicates. Our presence, demeanor, and focus all contribute to how welcomed our guests feel.

- Smile!
- Greet every guest
- Look for ways to make the guest smile or laugh
- Pay attention to your body language (avoid folded arms, leaning against a door, having a beverage with you, talking to a friend instead of the guests, being on phone).

MANAGING DOORS

- Ensure that all doors are opened and closed at the appropriate times.
- Be informed on location of environments and entrances.
- Be aware of correct timing to open and close doors.
- Prioritize the exterior set of doors to eliminate guests opening door upon arrival.

MONITORING

Maintain overall awareness of each environment, ensuring safety and cleanliness.

- Clean up any trash off the ground
- Bring found items to Lost and Found
- Be aware of unusual activity and report to the Safety
- Notify guests of our backpack policy when you see them being carried
- Offer each guest hand sanitizer.
- Every guest will be offered a mask at the gathering entrance if they don't have one.
Note: each guest must have a mask.
- Every guest will be offered hand sanitizer at the gathering entrance.

SPECIAL

Being available to assist with special assignments and tasks as needed.

Hospitality and Cleaning Team

TEAM WIN For every guest to feel welcomed and cared for by the way we serve them.

WE DO THIS BY...

BEING HOSPITABLE

- Picks up Chick-fil-a at 5:30. Make sure all boxed dinners are neatly stacked on the food table.
- Makes sure cold waters are readily available for each guest.
- Every guest will be offered a mask if they don't have one. Note: each guest must have a mask
- Ensuring hand sanitizer is readily available at all times.
- Ensuring bathrooms are clean. This means a male and female sanitizing when the service starts, ensuring restrooms are clean for people after the service.
- Making sure all touch points are sanitized.

Production Team

TEAM WIN For each message to be excellent both at the actual gathering, and online. Doing this ensures that we share hope with our guests and the hundreds of people that will watch online.

WE DO THIS BY...

- Doing a runthrough of the service at 5PM
- Taking the message and music and putting it together into ProPresenter.
- Setting up recording equipment.
- Being proficient in and operating Pro Presenter during service.
- Being proficient in and operating Ecamm Live and Switcher Studio.
- Setting up the big clock for the back of the room.
- Ensures pre-service and post-service music is played.
- Attends the production meeting at 5:15PM
- Facebook or Youtube Moderator

Note: If you're interested in this, we will train you how to do everything.

Online Team

Serving by sharing message.

The Hope Project Parking Team

TEAM WIN Everything communicates love from the very beginning for our guests.. Our presence, demeanor, and focus all contribute to how welcomed our guests feel.

WE DO THIS BY...

BEING HOSPITABLE

- Provide a friendly experience for guests as they arrive.
- Smile and wave.
- Attempt to genuinely connect with guests.
- Be aware of your facial expression and body language (good posture, arms unfolded, not using cell phone).
- Offer kids an enthusiastic welcome or high-five, (or air five).
- Go the extra mile in guest interactions.

TRAFFIC MANAGEMENT

- Direct incoming and outgoing guests throughout the parking lot.
- Be aware of handicap parking.
- Monitor the lot capacity and communicate with the team about available spaces.

SAFETY & SECURITY

Monitor all parking and exterior areas to ensure the safety and security of our guests.

- Actively manage traffic flow at pedestrian crosswalks
- Scan all exterior areas for suspicious vehicles or activities, communicating to the safety team in emergency situations

The Hope Project Resource Team

TEAM WIN For every guest to have the resources they need to succeed in finding freedom, and living a life of purpose in Christ.

WE DO THIS BY...

BEING HOSPITABLE

- Knowing the literature that we provide and being able to recommend literature through organic conversation.
- Socializing with guests and organically learning what resource to recommend to the guest
- Taking an inventory of what we have and informing Chad of what needs to be ordered.

Connect Team (Care and Prayer)

TEAM WIN Ensuring that each person is cared for in a way that best fits their needs, ensuring that everyone gets to experience the love of Jesus through our ministry. Ensuring that each person is followed up with and cared for in a way that best fits their needs.

WE DO THIS BY...

BEING HOSPITABLE

- Being available to pray and care for people at all times during gatherings.
- Writes each person they connect with a personal postcard.
- Following up with anyone that we interact with, either for the first time, because of a prayer request, or any other reason.
- Helping people take next steps.
- Being proficient with using Planning Center, (training provided). Able to enter good notes and add people to workflows where necessary.

Follow Through Team

TEAM WIN Ensuring that each person is followed up with and cared for in a way that best fits their needs, ensuring that everyone gets to experience the love of Jesus through our ministry.

WE DO THIS BY...

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Community Service and Outreach Team

TEAM WIN Ensuring that we are meeting tangible needs in our community through service projects and outreach events.

WE DO THIS BY...

- Planning one community outreach event a quarter.
- Planning one community service project a quarter.
- Spreading the vision of The Hope Project throughout the Charleston area.
- Taking part in the Narcan Training Events