

WHY DO WE HAVE A

FIRST IMPRESSIONS

TEAM?

Many of you have been attending BCA for a while- months, years, or even a couple decades. After starting to serve or joining a group, you begin to meet new people and form new friendships. Now the church no longer seems as large and intimidating. But if you think back to the first time you drove onto the church lot, walked through the front doors and found a seat in the worship center, you may remember expecting to feel a bit uncomfortable or lost.

We on the First Impressions Team desire that no one who walks through our doors would feel unnoticed, unimportant, or unappreciated. We don't know where they are on their spiritual walk, and it doesn't matter. We are servants who wish to make their stay enjoyable above all else. We do this by providing things like designated parking to first-time guests, offering free coffee services to our congregation, and greeting everyone with a genuine smile. We do this by knowing the answers to our guest's questions. And ultimately, we do all these things because we value each person enough to put in the extra effort!

People notice this effort.

When people think of their experience at BCA, they use words like "Genuine," "Caring," "Friendly," and "Welcoming." We are the hosts, and they are our guests. We will treat them just like we would treat anyone we invite to our own home. So, where does Christ fit into the picture? How can simply greeting someone lead them into a growing relationship with Jesus Christ? In his letter to the Romans (12:13), Paul commands the believer help people in need and "always be eager to practice hospitality."

Many guests are apprehensive about what they will find the first time they walk into BCA. However, the things they are worried about rarely focus on the size of the building, or the comfort of the seats. Even the sermon and music aren't on the top of the list. Almost exclusively, they are searching for genuine, caring, compassionate people, with whom to share life. Everyone wants to belong to something; God has created us for community. So, by providing an atmosphere where they feel comfortable, welcome, and safe, we can help our guests on their spiritual journey. After all, if someone doesn't feel valued by those that represent the church, they certainly won't feel valued by God! When anyone walks away thinking "Wow!" and decides to come back again, we have done our job.

You, as a First Impressions volunteer, have the most valuable role, and impact the greatest number of people. BCA would not be the high-caliber Jesus-loving place it is without the hard work and dedication of each of you. On behalf of the pastors, and anyone that has found a home at BCA because of a kind volunteer, I would like to thank you! No words can describe the levels of appreciation we feel toward each and every one of you. It is my prayer that the Holy Spirit will use this handbook to inspire, equip, direct and inform you in every interaction you have, and through it help all of us to become the servants God has called us to be.

Thank you for all you do!

In Christ,

Michelle Davis & John Simpson
First Impressions Team Leaders

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4 HABITS OF THE

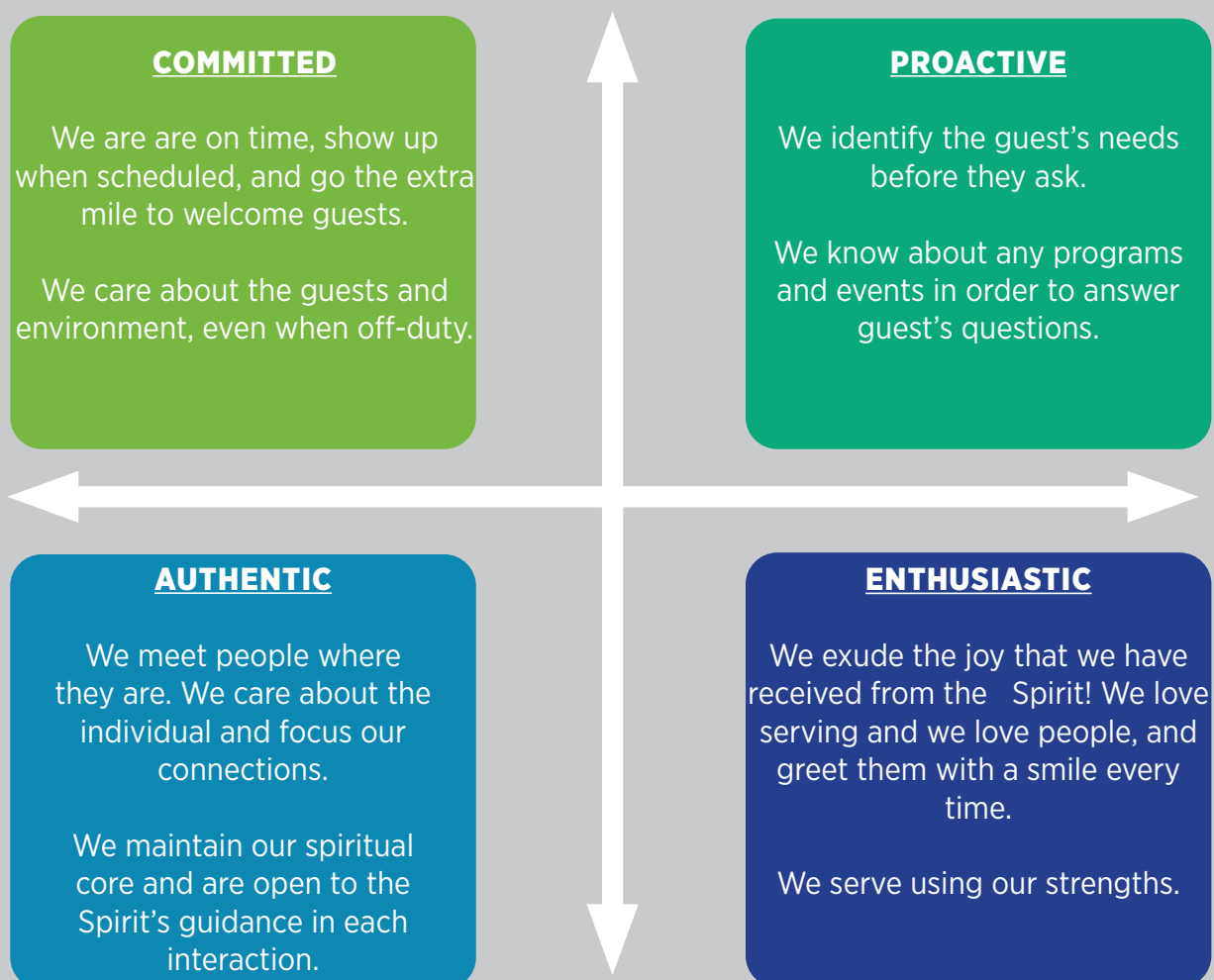
HIGHLY EFFECTIVE

VOLUNTEER

"Work willingly at whatever you do, as though you were working for the Lord rather than for people."

-Colossians 3:23

Increasing our reach and influence to provide more opportunities for our guests to meet Christ doesn't just happen by chance. Our volunteers are hard-working, and put in time and effort to foster relational, spiritual, and communal growth. The body of Christ consists of many moving parts, and BCA is blessed with an abundance of people who can fulfill different roles in various ministries. In First Impressions, we hold ourselves to high standards, as we are the ambassadors of Christ.



WE HAVE THE

~WOW~

FACTOR

Every weekend is someone's first weekend at BCA. Our teams create excellent environments that exceed the guests' expectations of hospitality. Through our actions and interactions with our guests, we display the love of Jesus and introduce them to a church that unchurched people love to attend.

Think of some places you **enjoy** spending time at. Maybe you love grabbing a coffee at a local shop, or enjoying a movie at the theater. Maybe spending a day at a theme park, or walking through your favorite trail. Now think of some places you **don't enjoy** visiting. Maybe that's the DMV, a crowded airport, or the doctor's office.

There may be, of course, some exceptions, but the majority of people enjoy their experiences at the former places due to the high levels of service and quality of the product. Many people take that approach when visiting churches as well. Dirty grounds and building, torn chairs or crooked rows, unhappy volunteers or lack of knowledge can all affect their image of a church. BCA pays attention to the small details, and by doing so, people will trust us with the big details. We want them to go home and say "WOW! BCA really does care about me!"

Paul tells the church at Corinth that "everything should be done in a fitting and orderly way." We on First Impressions care so much about the guest, the new believer, and the church members that we are willing to spend extra time and effort to ensure that they enjoy their visit. We do this by having standard procedures, knowledgeable volunteers, and high standards of service. We want them to feel valued by us, so that they might understand that they are also valued by God.

*"But be sure that everything is done properly and in order."
- 1 Corinthians 14:40*

ONE SIZE

DOES NOT

FIT ALL

Everyone has gifts. When most people think of spiritual gifts, the most obvious are that of prophecy, speaking in tongues, etc. But spiritual gifts can be practical as well. A valuable gift that can be utilized as a First Impressions volunteer is the gift of **discernment**.

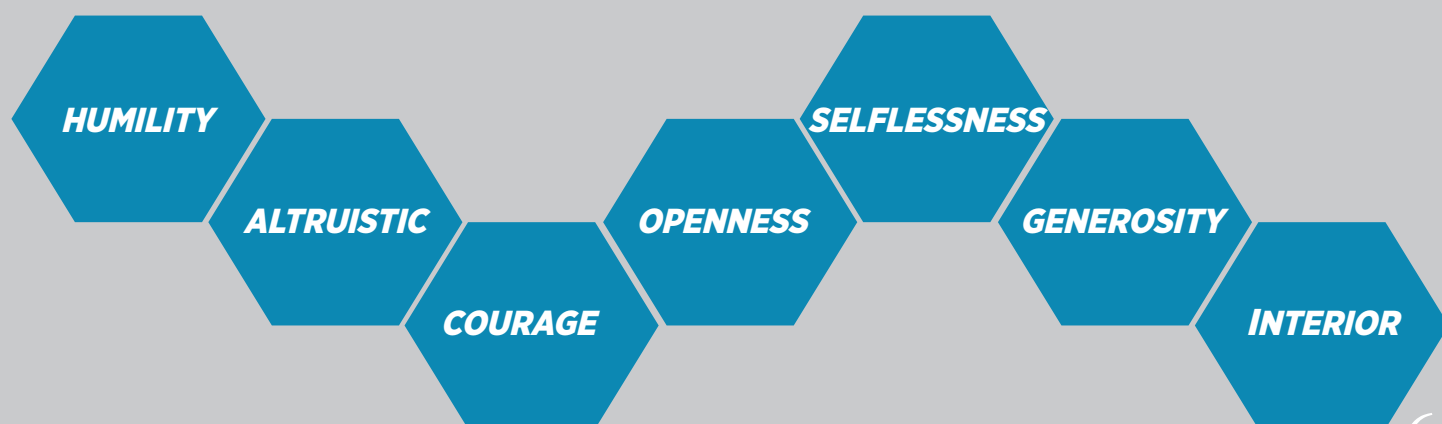
We should strive to be in tune with each guest's personality and specific needs. Some people may appreciate a hug, and others may be more comfortable with a handshake, or even just a "Hello!" Some people may want to get immediately plugged into groups and/or serving, while others may be shy and need more time to become familiar with BCA before making any commitments. Remember to be aware and observant, and everything will work out!

"God has given each of you a gift from his great variety of spiritual gifts. Use them well to serve one another."

- 1 Peter 4:10

It is important to address each situation in a way that makes the guest feel welcome and comfortable. We are helpful, and not overbearing. Be creative and take initiative! Try to remember any time you appreciated help from someone when you were new, and strive to offer them that same level of service.

CHARACTERISTICS OF DISCERNMENT



CORE VALUES

FOR MINISTRY

"May he equip you with all you need for doing his will. May he produce in you, through the power of Jesus Christ, every good thing that is pleasing to him. All glory to him forever and ever!"
-Hebrews 13:21

Behavioral Teaching (Transformation)

We value the relevance of God's Word to transform us and nurture growth in our knowledge of our Lord Jesus Christ.

Empowered Ministry (Every Member a Minister)

We value working together with a diverse team and the unique gifts of all members who serve Christ as one body.

Targeted Outreach to the Unreached (Lost People Matter to God)

We value a total commitment to reach unbelievers through different service styles and a local and global outreach.

Holistic Small Groups (Build Community)

We value a heart for community in small groups that develop loving relationships and godly fellowship.

Authentic Leadership (Character Counts)

We value leaders who strive for integrity and character, both personally and in ministry.

Need-Oriented Evangelism (Find a Need and Meet It)

We value the non-negotiable fulfillment of BCA's four purposes through mercy ministries and friendship evangelism.

Your Family in Focus (Multi-Generational Ministry)

We value focused ministry to children, youth, and adults, and desire to anchor them in Christ, helping each person to experience a personal relationship with Jesus Christ and to acquire a healthy biblical worldview.

PURPOSES & MISSION STATEMENT

FOR BELIEVERS

OUR VISION: *To embody and reflect the life and teachings of Jesus in all that we do: To Live, Love, and Lead, like Jesus*



KNOW

We gather for weekly worship where we hear God's word, worship the Lord, and celebrate Jesus with fellow Christ followers

GROW

We connect in small groups for fellowship, bible study, Christian growth, and encouragement.

SERVE

We participate in regular and ongoing ministry through our church and use our gifts to serve and bless

SHARE

We commit to sharing our faith with people who are seeking after truth and a relationship with the Lord.

ABOUT GOD

ABOUT HUMANITY

ABOUT ETERNITY

ABOUT JESUS CHRIST

ABOUT SALVATION

ABOUT THE HOLY SPIRIT

ABOUT THE BIBLE

We believe in the Trinity

We believe humans are born separated from God

We believe in Heaven and Hell

We believe in the Deity of Christ

We believe in salvation by grace through faith

We believe in the active work of the Holy Spirit in our lives

We believe the Bible is the Word of God

OPPORTUNITIES TO

WORSHIP

FOR ALL AGES

BCA believes in the importance of regular meetings where we can participate in worship and hear the preaching and teaching of God's word. There are a variety of service times and styles, to accommodate various life stages and style preferences

BCA KIDS

Wednesday @ 6:30pm

Sunday @ 10:30am

TRUELIFE ~ 6th - 12th Grade

Wednesday @ 6:30pm

Sunday @ 9:00am

YOUNG ADULT

Tuesday @ 6:30pm

WORSHIP CENTER

Sunday @ 10:30am

CHAPEL

Sunday @ 10:30am

LIVE ONLINE

Sunday @ 10:30am



Service times subject to change during fall and summer

WHAT WE

EXPECT

FROM THE TEAM

"A single day in your courts is better than a thousand anywhere else!

I would rather be a gatekeeper in the house of my God than live the good life in the homes of the wicked."

-Psalm 84:10

We expect everyone to be on time. This allows for a time of prayer where we can focus ourselves on spreading God's love to our guests. It also provides more opportunities to connect and serve the people of BCA. Please be present for prayer and a brief meeting before each service.

We expect our volunteers to show up to their accepted shifts. Of course, life happens, and we understand that. If at all possible, ask other people you know on your team to see if they might be available to cover your shift. This will ensure that we have full coverage and are able to provide sufficient volunteers to direct and interact with everyone who walks through the doors.

We expect and appreciate when volunteers reply to the scheduling emails and/or texts. It helps your First Impressions Director plan for the weekend, and will allow them sufficient time to contact more people to serve if needed. Everyone on First Impressions has a Worship Planning Account where you can "Accept" and "Decline" your schedule.*



Don't be afraid to decline! You can also log into your account and change your schedule if something happens last-minute. If you serve in several areas of the church, this also helps your Director avoid double-booking you for multiple serving shifts. If you have any questions, the First Impressions Director is happy to help.

**Please note that the Worshipplanning program works best on your desktop*

WHAT WE *PROMISE*

TO THE TEAM

BCA could not happen without its volunteers! Each and every one of you has played a role in some guest's decision to return and make BCA their home church. We appreciate that, and will ensure that you feel valued as well.

- We will share feedback from guests, who always praise the friendliness of the volunteers.
- We want you to enjoy your time serving. We will place you where your strengths can be utilized, and give you tips and feedback to help you grow in your role as Christ's representative.

"Dear brothers and sisters, honor those who are your leaders in the Lord's work. They work hard among you and give you spiritual guidance. Show them great respect and wholehearted love because of their work. And live peacefully with each other."

- 1 Thessalonians 5:12-13

THE FIVE

WAVES OF

VOLUNTEERS

"It's easier to win over someone with a simple 'Hello' than with a 'Hey Sinner'"

- Walt Nelson

One of our goals on the First Impressions Team is to get people "from the streets to the seats." Think of this in terms of waves growing and making their way towards the shoreline. The ocean is the outside world and the shoreline is a seat in our church. A seashell floating in the water will eventually make its way to shore because of the constant waves and currents. Think of the shell as a new guest and the waves as volunteers who help guide the shell (guest) to the shore (seats). In the next few pages, you will learn about each wave (role) and the duties that are included with them.



WAVE 1: PARKING



WAVE 2: GREETERS



WAVE 3: CONNECTORS



WAVE 4: CONNECTION CENTER



WAVE 5: USHERS

WAVE 1

PARKING

Our win, in ALL guest interactions, is to initiate the first warm interaction with our guests, members and attendees by providing clear directions and a fond farewell.

We do this by

- Smiling and waving at cars as they arrive and depart.
- Clearly directing guests to available parking and additional lots (if applicable).
- Providing priority guest and handicapped parking.
- Staying alert for pedestrian safety.

Goals

- Make a positive first impression on the first-time guests to BCA, and to ensure that all who attend feel welcomed and appreciated.
- Improve the safety of all guests by addressing any hazards that exist in our parking areas in a safe and appropriate manner.
- Increase the attendance capacity of our services by maximizing all available parking areas.

Shifts - Sundays AM

8:30-9:10am - 4 volunteers preferred

Volunteers walk the parking lots at BCA and the additional lots looking for any hazards such as (but not limited to): broken glass, drug paraphernalia, occupied vehicles, and garbage. Broken glass and garbage may be picked up and disposed of by parking lot hosts. If needles, other paraphernalia, occupied vehicles, or unsafe individuals are discovered, notify BCA security, facilities staff, or compassion pastor immediately.

Welcome and direct all incoming cars, smiling, waving, and thanking each person consistently. Emphasize, but do not require, cars to park in the additional lots. In all parking lots, guide people to open spaces in the north end of the lot first as much as possible.

Shifts - Sundays AM

10:00-10:40am - 6-8 volunteers preferred

Welcome and direct all incoming cars, smiling, waving, and thanking each person consistently. Emphasize, but do not require, cars to park in the additional lots. In all parking lots, guide people to open spaces in the north end of the lot first as much as possible.

One volunteer in each lot acts as a 'runner.' Each runner walks people to the patio at their discretion, shielding people from the rain with an umbrella. The runners also help people safely cross Cedar St. and relay information to staff, security and other departments as needed.

Parking Team Lead

[John Simpson](#)

email: jsimpson@bcachurch.com

phone: 425-339-3303 ext. 322



WAVE 2

GREETERS

Our win, in ALL guest interactions, is to make guests feel valued with a sincere greeting, a friendly presence, and a fond farewell. Go above and beyond to serve our guests by answering questions, providing clear information, and helping them get into the next ‘Explore’ class.

We do this by

- Having a positive body language by smiling, making eye contact, standing with good posture - arms unfolded and body open toward the guests, and avoiding conversations with friends while serving.
- Engaging our guests as best we can to make sure we give them the experience and environment they need.

Before Service

Arrive 30 minutes prior to service for prayer and announcements. Check in through the planning center app and with your lead. Place valuables in the lockers with locks. Wear your name badge.

Grab an umbrella, handwarmer, gloves, or snack for yourself. Help set up canopies, umbrellas, patio games, or patio furniture as needed. Ask your lead how you can help and where you should be positioned.

During Service

Be ready to: use your smile, greet guests by name, meet and look for new guests.

Introduce new guests to other greeters and staff. Remind guests where they can find the bathrooms and how the building is a big circle (both upstairs and downstairs). Lead them to the connection center so they can receive their free gift. Lead them to the children’s check-in area if they have kids. Invite new guests to sit with you.

Always be facing guests as they arrive. Limit personal conversations. Avoid the ‘holy huddle,’ stay open and available.

During Service Continued

Helpful questions to ask new guests:

- How long have you been attending BCA?
- How did you hear about BCA?
- I'm sorry we haven't met yet, my name is _____. What's your name?
- We love kids at our church! Did you know we have children's classes? (*if no, lead families to the pre-school and elementary check-in stations and help them get settled.*) Try to connect them with the leaders in that area: Lexy Michel or Olivia Ragland.
- Did you know we have two styles of services? **Contemporary** at 10:30am (dynamic-vibrant worship with live preaching in the auditorium.) **Traditional** Sunday at 10:30am (inspiring hymns and choruses with the sermon taped in the chapel).

Connection cards and offerings/donations/tithes go into the black box at the Connection Center.

Stay in position until 10 minutes after service starts. Leave one door open for guests arriving late.

After Service

At the end of the service, return to your position to say goodbye and thanks for coming to church.



WAVE 3

CONNECTORS

Our win, in ALL guest interactions, is to make guests feel valued with friendly conversation and an informed follow-up.

We do this by

- Having a positive body language by smiling, making eye contact, standing with good posture - arms unfolded and body open toward the guests.
- Engaging with and listening to our guests to ensure we give them the information they need.
- Staying informed about events and programs at BCA.
- Remembering information about the guest and include it in notes on their Connection Card when possible.

Before Service

Arrive 30 minutes prior to service and join the First Impressions prayer time.

Check in with the First Impressions Director to be aware of any updates or changes to the service.

Ensure all purses, bags, and personal items are stowed away and not with you. Lockers are available for your use.

During and After Service

Be present in the lobby and ready to assist new guests and/or talk with guests.

Be on the lookout for anyone who looks lost or out of place. Introduce yourself and offer assistance if needed.

Give guests information as required. Utilize literature at the Connection Center and get contact information from guests to assist the staff with follow-up.

WAVE 4

CONNECTION CENTER

Our win, in ALL guest interactions, is to go above and beyond to serve our guests by answering questions, providing clear information, and helping them get into the next 'Explore' class.

We do this by

- Being familiar with any updates before serving in order to answer any guest questions.
- Engaging our guests as best we can to make sure we give them the information they need.
- Escorting guests to their destination when appropriate.

Before Service

Arrive 30 minutes prior to service for prayer and announcements (check in through the app and with your lead.) Place all your valuables in the lockers with locks. Wear your name badge.

Ensure all doors and drawers at the center are unlocked, TV's are on, and iPads ready.

Be in position at the counter, ready to greet guests. Introduce guests to other greeters and staff. Be sure to give new guests a gift bag (one per family) and share with them the date for the next 'Explore' class. Wave at guests and their children as they walk by and say 'hi.' Be kind and sincere in your approach. If you don't know an answer to a question, it's ok. Have guests write their prayers, concerns, and/or

Helpful questions to ask new guests:

- How long have you been attending BCA?
- How did you hear about BCA?
- I'm sorry we haven't met. My name is _____. What is your name?
- Have you heard about our Explore class? The next one is _____ where you can learn more about BCA, meet pastors and staff, and learn about ways to get involved.

Keep counter tidy and free of clutter

Limit personal conversations and be ready to receive guests.

Connection cards and offerings/donations/tithes go into the black box. Lost and found is rotated out after six weeks. If someone has lost a valuable, have them describe it to you first before returning the item. Valuables are rotated out after six months.

During Service

Remain at the counter and greet guests. Everything is the same as above.

In addition, take time to restock display racks with touch cards as needed. Restock gift bags. Familiarize yourself with where everything is in the cabinets. Remind yourself of how to find things on the BCA app and iPad. Review the security manual.

After Service

Remain at the counter and greet guests until the next volunteer arrives, or when most guests have exited. *See instructions in 'before service' section.*

If it's the last service, turn off the TV's, iPads, and lock all cabinets and drawers. Do NOT lock the cabinet where the keys are kept.



WAVE 5

USHERS

Our win, in ALL guest interactions, is to provide a warm greeting, friendly presence, and clear directions to a seat.

We do this by

- Being aware of available seats in each section.
- Staying attentive to guests before, during, and after service.
- Assisting with offering, communion, and handouts.

Before Service

Arrive for the Usher Team meeting 15 minutes before service. Check in with the Usher Team Director to be aware of any updates or changes to the service, and to be given your assigned post.

Ensure there are sufficient offering buckets, communion trays, and handouts at your post. Please keep tables tidy.

Before service, interact with any guests seated in your section. They are often new, and this is a great connection opportunity.

Be on the lookout for anyone who looks lost or out of place. Introduce yourself and offer assistance if needed.

Lead visitors to an open row and kindly ask anyone on the aisle to help with access. This can be uncomfortable for a visitor and provides a great opportunity for us to show hospitality.

When asked for directions to an environment, escort the guest to that location, and use that time with them to strike up a conversation.

If no one is in your section, stand at the Worship Center door to greet people as they enter. Limit conversations with friends.

As seats fill up, offer assistance to guests, especially families. We prefer that families with children sit in the rear rows to make for an easy exit if a child gets restless.

During and After Service

Ushers should sit at the entrance to their aisle in order to assist late-arriving guests in finding a seat.

As service ends, prop open your door and thank guests for visiting as they exit.

Be aware of the location of first-time guests' seating and connect with them after service to answer any questions, and direct them to the Connection Center to receive their gift

In the event of a restless child, offer the parent(s) information and directions to the Family Room. Always with a smile and respect whatever decision is made, whether to stay in the service or relocate to the Family Room.

HOW TO USE

WORSHIP PLANNING

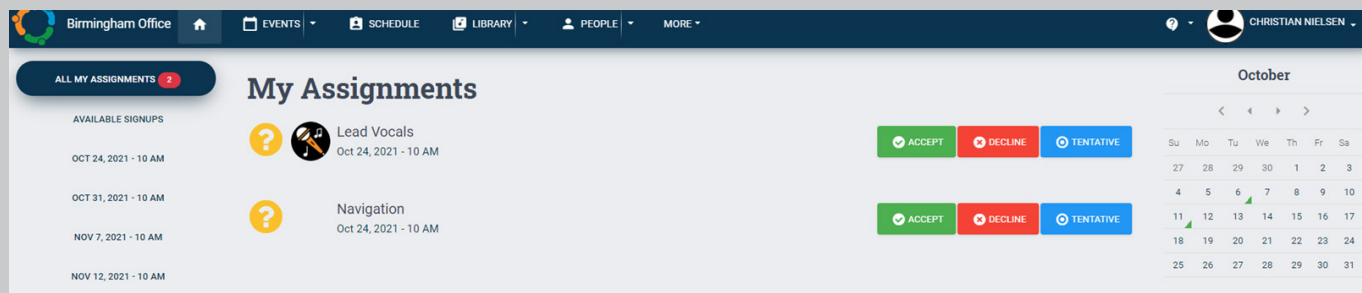
The next page will show you the basics on how to manage your Worship Planning account, which is used to schedule all weekend and weekday volunteers at BCA. When you join a team, your Team Leader will send you a link in an email to create your account.

To access the program, type in WorshipPlanning.com into your computer's search bar.

For more information on how to use the Worship Planning page, scan the QR code below using your smartphone camera.

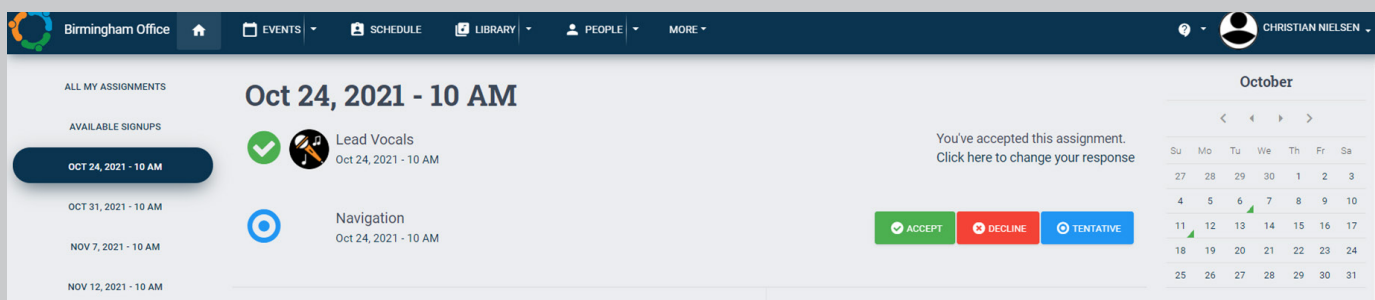


From the Home page of your WorshipPlanning.com account, you will see any assignments waiting for your response.



You can Accept, Decline, or mark your availability as Tentative. If you have already selected your response via the email notifying you of your assignment scheduling, you will not have to do this again. This also applies to your text response if you have that set up within your profile settings (to turn this on: click your name > My Profile > Communication Settings).

If you have marked yourself as Tentative, you will still need to let your Leader know via response whether or not you can serve once you are certain that you can/can not fulfill your assignment request. You may also change your response on an assignment from here as well.



You can access service information for an Event by either clicking the Events tab at the top of your dashboard > clicking the Date/Time of the Event you wish to see details for, or by clicking the Schedule tab at the top > clicking the Event Date/Time block to view the worship flow for that Event. Both take you to the same page.

From there, you will see tabs above your flow labeled Event Flow - Assignments - Stage Setup - Rehearsal. Simply click the tab you wish to expand details for.

If there are notes that you need to see for either all people or you specifically, click the dropdown arrow to the left of the time of that Element within the Event Flow tab to see/add notes.