



the barn church
& MINISTRIES

Family Services Handbook

Updated **February 2024**

The Barn Church Family Services Department

Handbook & Manual

Family Services is not one team but a banner under which a collection of teams gather. Each of these teams, Hospitality, Ushering, Greeters, & Safety, a.k.a. HUGS, is critical to helping make a positive first impression on not just our regular attendees but every visitor GOD brings through the doors of TBC. As we continue to grow, we want everyone to feel warmly welcomed by removing obstacles to fully integrating into GOD's family and our fellowship. This document explains how we will seek to do this.

Core Values:

We create environments where people encounter Christ.

- Our church stands firm on the message of the Gospel. We also understand and acknowledge we have a duty to help people encounter Jesus. We know people will be offended by the Gospel, but they should never be offended by the welcome they receive. Through Hospitality, Ushering, Greeting, and Safety, we want to send a clear signal all are welcome and then let Holy Spirit do the rest of the work He's best at doing!
- All volunteers in the H.U.G.S. departments will seek to provide top-notch service to every congregant and visitor. It's not about "consumer demands" but about paving the way for people to encounter Jesus.

Why do we serve?

- We serve our guests as a reflection of GOD's generous love for us through Jesus.
- We serve well because we've been served well.
- We love well because we have been loved abundantly.
- We welcome because Jesus welcomed us into the Father's family.
- We serve well because we want our community to provide the same level of thoughtful care that any one of us would like to give when having guests in our own home.

Why do we establish and maintain standards?

- We care about the details because every detail sends a message.
- We care about the details because each detail represents a clear answer to a guest's potential question.
- GOD desires us to treat His house with reverence and respect. It's a sign of honor.

Who should serve?

- We want people to serve because they are passionate about helping people feel welcomed into our community.
- We seek people willing to remember "It's not about me" when they're serving.
- We seek people willing to see themselves as one member of a larger department, all working together to achieve a common purpose.
- We seek people who possess gifts for their designated team.
- Our goal is for everyone in these departments to serve confidently and communicate openly with their team.

The Barn Church Family Services Department

Handbook & Manual

Teams Addressed:

- **Hospitality:** Mainly responsible for setting snack & beverage carts before services.
 - Sunday Morning Service, Friday Night Light, & All Special Events
 - Food & Beverage service in common area
- **Ushering:** Mainly responsible for handing out bulletins, offering to walk people to a seat, passing out communion elements, and opening/closing doors into the Worship Center as necessary.
 - Sunday Morning Service, Friday Night Light, & All Special Events
 - Seat finders
 - Passing of Communion elements
- **Greeting:** Mainly responsible for opening doors and offering an initial greeting as people walk in, helping point newcomers to the Connections Hub. Walk them into the room.
 - Sunday Morning Service, Friday Night Light, & all Special Events
 - Connections Hub: Responsible for warmly welcoming new people, ascertaining their needs, gathering key information, and helping them find their way. Do not force people to give their information. Do hand them a welcome bag. Take payment for merchandise.
- **Safety:** Mainly responsible for maintaining a commanding, firm, but loving presence in key areas (babies, pre-k, kids, &, etc.), helping with parking lot flow, safe transit to the Worship Center, and if the need arises, threat intervention.
 - Sunday Morning Service, Friday Night Light, & All Special Events

We are all responsible for ensuring all visitors and regular attendees are welcomed, served, and handled with love, honor, and respect. If something is missing, needed, or requested, all members of HUGS are responsible for meeting the need or request. We should all embrace the desire to serve and help regardless of the area in which we “mainly” serve. This heart for serving others will help bring smiles to the faces of all who enter.

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: HOSPITALITY

Team Purpose: Responsible for setting up beverages and food before services, special events, and other miscellaneous events/functions as needed by creating an atmosphere of excellence.

Volunteer Profile: Most volunteers will not have to interact with guests & regular attendees directly. Each Hospitality volunteer should be motivated to ensure our presentation of snacks & beverages looks top-notch. They should be dependable, timely, and provide consistent presentations per the department lead's instructions. Find your replacement if you can't serve that week or switch weeks; please let your Department lead know to keep the flow of communication intact.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members:

- Services: 2 minimum
- Special Events: 3 or more
- Family Dinners (Every 5th Sunday of the Month): 4 or more

Serving Start Time:

- Services: 45 minutes before start time.
- Special Events: 1-1.5 hours before start time.
- Family Dinners: Directly after service.

Serving End Time:

- Services: 20-30 minutes after end of service
- Special Events: Refer to the event itinerary and Event Coordinator
- Family Dinners: 30-40 minutes after the last individual has been served.

Basic Instructions & Necessary Information

Pre-Service

- Set up and Arrange snacks & beverages per the Department Lead's guidance.
- Coffee Pot(s) should be started 1-1.5 hours before the start of service.
- Cups, lids, stirrers, creamer(s), napkins, etc. should be fully stocked.
- All snacks and other food items should be in place no later than 30 minutes before the start of service.
- If preparing for a special event, follow the itinerary and Event Coordinator's guidelines.

Clean & Maintain

- Check stock of cups, lids, stirrers, creamers, napkins, etc., before the start of service.
- Spot clean snack & beverage cart as necessary.
- Check for trash around the hospitality area, Worship Center seating area, benches, bathroom(s), etc.
- Maintain bathroom needs (toilet paper, hand soap, paper towels, etc.)
 - Check the emergency stock bin for needs.

Post-Service

- Give any leftover food away or follow whatever directive is given for disposal.
- Dispose of coffee grounds and empty coffee canisters/pots.
- Clean all common areas (vacuum, trash removal, spot clean other areas as needed)

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: USHERS & COUNTERS

Team Purpose: Responsible for creating a warm and welcoming environment for all people to serve as ambassadors of hospitality, ensuring that everyone feels valued, respected, and embraced by the love of our community.

Usher Volunteer Profile: Ushers should exude a warm and welcoming demeanor, have excellent interpersonal and communication skills, stay calm and composed in busy environments, and have a commitment to uphold a positive and respectful atmosphere. Ushers should pay attention to detail, follow instructions well, and be reliable and punctual. All Ushers will have to interact with people at various points of the service(s) or event(s).

Offering Counter Volunteer Profile: Ushers who are honest, dependable, and reliable may be asked to function as a tithe & offering counter during service. If asked, you should exude these qualities: attention to detail and accuracy, basic mathematic skills (addition/subtraction), handling of confidential information with discretion, trustworthiness, being a team player, and a personal commitment to upholding the financial integrity of the ministry/church.

Find your replacement if you can't serve that week or switch weeks; please let your Department lead know to keep the flow of communication intact.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members:

- Services: 3 or more
- Special Events: 4 or more
- Family Dinners (Every 5th Sunday of the Month): 4 or more

Serving Start Time:

- Services: 35-40 minutes before start of service.
- Special Events: 45 minutes - 1 hour before start time.
- Family Dinners: Directly after service.

Serving End Time:

- Services: Remain available for 20-30 minutes at end of service.
- Special Events: Refer to the event itinerary and Event Coordinator
- Family Dinners: 20-30 minutes after the last individual has been served.

Basic Instructions & Necessary Information

Pre-Service

- Once you have arrived, retrieve your "USHER" badge and discuss where you will be stationed with the department lead.
- If it is a communion Sunday, check to see if trays have been filled, and if needed, fill them.
- As people enter the Worship Center, greet them with a smile and a "Good morning, glad to see you!"
- As the room begins to fill, do your best to fill in all available seating, asking people to move down, if possible, to accommodate the new arrivals.
- Each time a person is helped, move back to your designated position.
- At the start of service (10:10 am), turn off the lights.

During Service

- Stay aware of anyone coming in late to help them find a seat if needed.

The Barn Church Family Services Department

Handbook & Manual

- Look around and stay alert for anyone who needs assistance.
- If the elements are to be passed out, follow the instructions from your department lead.
- Stay alert for disruptions, and if need be, include someone from the Safety Team to assist.

Post-Service

- Help with tear-down if necessary.
- Help prevent a “logjam” in the doorways.
- If scheduled/assigned as a “**Counter**,” work with **Safety** to retrieve the offering from the boxes.
 - Take offering to the Family Hub Main Hub Space.
- Put your lanyard back.

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: GREETERS

Team Purpose: Responsible for greeting all guests & regular attendees with a welcoming presence and the spirit of love and care of Jesus.

Volunteer Profile: All volunteers will interact with guests & regular attendees directly. Each Greeter volunteer should be motivated to smile, welcome, and help people know they're important. Volunteers should be on time, respectful, dedicated, considerate, and helpful. Also, you should find your replacement if you can't serve that week or switch weeks with another person on your team; please let your Department lead know to keep the flow of communication intact.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members:

- Services: 2 or more
- Special Events: 3 or more
- Family Dinners (Every 5th Sunday of the Month): As needed

Serving Start Time:

- Services: 30 minutes before the start of service.
- Special Events: 45 minutes - 1 hour before start time.
- Family Dinners: As needed

Serving End Time:

- Services: Remain available for 15-20 minutes at end of service.
- Special Events: Refer to the event itinerary and Event Coordinator
- Family Dinners: 15-20 minutes after the last individual has been served or as needed

Basic Instructions & Necessary Information

Pre-Service

- Once you have arrived, pray with your team and ask the LORD to work through you.
- Retrieve your "GREETER" badge/lanyard and discuss where you will be stationed with the department lead. The Head Greeter will be given a radio.
- Check your smile.
- As people enter the Front Doors, greet them with a smile and a "Good morning, glad to see you!"
- Connect with Hospitality and the Greeter in the Worship Center

During Service

- Watch for new guests or regular attendees coming in late and welcome them as you usually would.
- Assist them if they need help and direct them to Usher.
- Remain in your positions for up to 15 minutes after service starts.
- The Worship Center Greeter will be stationed towards the back to encounter new and regular attendees.

Post-Service

- Be at the **Connections Hub** and interact with any new guests.
- Hand out bulletins or "Event Calendars" as requested. (Always ask!)
- Once the last newcomer has left, interface with your Department lead and discuss the day.
- Put your badge/lanyard back.

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: SAFETY

Team Purpose: Responsible for providing a safe and secure environment for people to encounter GOD by creating a safe atmosphere.

Volunteer Profile: Must be willing to lay their life down to protect the children and the congregation. Must pass a background check. You must be aware of your surroundings. Be dependable and on time. Be ready to help with any situation that may arise. Find your replacement if you can't serve that week or switch weeks; please let your Department lead know to keep the flow of communication intact.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members:

- Services: 2 or more
- Special Events: 3 or more
- Family Dinners (Every 5th Sunday of the Month): As needed or requested.

Serving Start Time:

- Services: 45 minutes before the start of service. Meet in Family Hub.
- Special Events: Refer to the event itinerary and Event Coordinator
- Family Dinners: As needed or requested.

Serving End Time:

- Services: Remain available for 20-30 minutes at end of service.
- Special Events: Refer to the event itinerary and Event Coordinator
- Family Dinners: As needed or requested.

Basic Instructions & Necessary Information

Pre-Service

- Meet in The Hub, retrieve your "SAFETY" lanyard/badge, walkie-talkie and distribute to the following:
 - Head Greeter (Front Door) & Media
- Discuss any information on POIs (person of interest) or other meaningful/relevant information. Check-in with your Department Leader.

During Service

- *Kids Safety (Safety & Greeter)*
 - Stand at the Kids' Hallway Door, greet guests, and help guide them to the appropriate area according to their needs.
 - The restroom is available during service, so station yourself so they cannot go past the Babies' door but not impede other necessary traffic.
 - Keep your eyes on the parking lot and report any immediate concerns.
 - Remember: Be seen seeing!
- *Worship Center Safety*
 - Watch the Parking lot to assist people into the building as necessary.
 - Check on the Worship Center periodically.
 - Remain in the Foyer area and remain friendly, engaging, and pleasant to all guests & regular attendees.
 - 20 minutes after service begins, sit towards the back so you can check on the Foyer and Parking lot periodically.

The Barn Church Family Services Department

Handbook & Manual

- Remember: Be seen seeing!

Post-Service

- *Kids Safety*
 - Unlock doors and ask parents, “May I see your kid's check-in tag?”.
 - Parents must have a tag to pick up their child(ren).
 - If they do not have one, please ask them to stand to the side so the situation can be handled to allow other parents to get their children.
 - Remain in place until the last child is picked up or a Ministry Leader releases you.
- *Worship Center Safety*
 - Collect all badges/lanyards, walkie-talkies, and assist the person(s) collecting the offering by escorting them to The Hub office for counting.
 - Turn off Walkie-Talkies before placing them back on the chargers in the safety closet.
 - Check all doors and lock all as needed.
 - Circle back and check on the Worship Center.



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Family Services Sub-Teams

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The Barn Church Family Services Department

Handbook & Manual

H.U.G.S. SUB-TEAMS

Team Protocols: “CONNECTION HUB” Team

Team Purpose: Responsible for warmly welcoming new people, ascertaining their needs, gathering key information, and walking them over to where they need to go.

Frequency: Refer to Planning Center for rotation

Team Members: 2 (1 Greeter & 1-Merchandise Table)

Start Time: 20 minutes before service start time

End Time: 20 minutes after service end time

Basic Instructions:

- If you have been given one, please wear your team shirt when designated to serve.
- Arrive early enough to retrieve your lanyard, ensure your station is prepared, and be in place by your start time.
- One team member should stand close to the middle of the commons area, looking for people who might need a hand and inviting them over to the Connection Hub.
- That team member should engage the individual/family in conversation. You can start with, “I don’t think I have had the pleasure of meeting you yet!” Here are some essential questions you can use:
 - “How long have you been attending The Barn Church?”
 - “Are you from the area?”
 - “Are you aware of our separate service for kids?”
 - “Are there any questions we can answer?”
- Another team member should present the individual/family with one of our first-time guest bags and ask them to complete a Guest Info sheet. If they ask, simply explain that it’s a way for us to follow up with them, answering any questions they might have. Explain that they will not be placed on a mailing list or receive a visit. The information you gather is CRITICAL to our ministry staff’s ability to follow up with them.
- Please give all collected Guest Info sheets to a Greeting/Ushering Representative.
- If they have children who need to be registered, arrange for someone to walk with them over to the children’s check-in station and hand them off to the volunteers there.
- Also, look for any other ways to help. For example, Do they need to know where coats are hung up? Restrooms?

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: TBC KIDS GREETER/HOST

Team Purpose: Responsible for warmly welcoming new families and children, ascertaining their needs, gathering key information, assisting with Planning Center registration software, and walking them over to where they need to go.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members: 2

Start Time: 20 minutes before service start time

End Time: 20 minutes after service end time

Basic Instructions:

- Please wear your team shirt on the days you're designated to serve.
- Arrive early enough to retrieve your lanyard, ensure your station is prepared, and be in place by your start time.
- One team member should stand close to the middle of the TBC KIDS Hall area, looking for people who might need a hand.
- That team member should engage the individual/family in conversation. You can start with, "I don't think I have had the pleasure of meeting you yet!" Here are some essential questions you can use:
 - "How long have you been attending The Barn Church?"
 - "Are you from the area?"
 - "Are you aware of the service we have for kids?"
 - "Are there any questions we can answer?"
- Another team member should present the individual/family with one of our first-time guest bags and ask them to fill out a Guest Info sheet if they haven't had the chance to do so (at the Connections Hub). If they ask, simply explain that it's a way for us to follow up with them and answer any questions they might have. Explain that they will not be placed on a mailing list or receive a visit. The information you gather is CRITICAL to our ministry staff's ability to follow up with them.
- Please give all collected Guest Info sheets to a Greeting/Ushering Representative.
- If they have children who need to be registered, assist them with Planning Center's registration procedures, signing in and showing them where they need to go.
- Look for any other ways to help. For example, Do they need to know where coats are hung up? Restrooms?

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: SET-UP/DECOR/EVENT TEAM

Team Purpose: Responsible for assisting with the planning, execution, and set up of events for the church and outreach.

Volunteer Profile: A variety of needs exist with this team—such as (but not limited to) vision for decorating, organized planners, and set up for events.

Frequency: As needed

Team Members: Event coordinator, volunteers willing to help with decor, set-up team.

Basic Instructions:

- Those who are on the Event Team will be contacted when a need arises. If they are interested and available to assist with the event, the Event Coordinator will help communicate the needs as planned.

The Barn Church Family Services Department

Handbook & Manual

Team Protocols: PARKING TEAM

Team Purpose: Responsible for offering an initial greeting as people enter the parking lot and assisting visitors and regular attendees with finding parking spaces as needed.

Volunteer Profile: Be ready to greet people with a warm smile and a wave while helping visitors and attendees find parking spots if they arrive during peak service times.

Frequency: Refer to Planning Center or update availability with the Department Lead.

Team Members: 2

Start Time: 20 minutes before service start time

End Time: 20 minutes after service end time

Basic Instructions:

- Arrive early enough to retrieve your lanyard and move into place by your start time.
- Two team members should man either side of the entrance outside.
- As people enter, greet them with a smile and a wave. Assist people with finding a parking space and direct traffic as needed during peak service times.
- Please avoid engaging in conversation with people. We know that sounds rude! But your role is to help people feel welcomed with a smile and greeting. More extended conversations will create a logjam in the parking lot.

The Barn Church Family Services Department

Handbook & Manual

First-Time Guest Follow Up

On Tuesday:

- The Barn Administrative Manager in The Hub will retrieve all Guest Info cards collected by the Connection Hub team and give them to a Greeting/Ushering Representative on Sunday afternoon after service.
- Each card should be entered into Planning Center.
- An email will be sent out from the front office to all visitors. The text of the email should be:

Dear [NAME],

We just wanted to thank you for visiting The Barn Church this past weekend. It is our prayer that you enjoyed your visit and felt warmly welcomed. We know that finding a church home can be a challenging process. If there is any way we can help answer questions about our family community, don't hesitate to ask. We encourage you to check out our church website (www.thebarn.church), where you'll find answers to most of the questions people ask.

Also, we want to invite you to our next "SEED's" meeting. These happen a few times each year. You'll have a chance to meet some new folks, hear a little more about our church community, and ask any questions about TBC. Our next "SEED's" meeting will be [DATE].

Blessings and Looking forward to seeing you again!

Pastor Deb Becht

Barn Administrative Manager

info@thebarn.church | 269.367.2276 x1000

- The office will also ensure that at least 6-12 gift bags are available weekly at the Connection Hub.

On Thursday:

- The Hub will provide a typed list of all visitor names and contact information to a Greeting/Ushering Representative. This list should also include any family information.
- A Greeting/Ushering Representative will phone the visitors by the end of the week, ensuring they received an email, personally welcoming them, and inviting them to attend the next SEED's Class.

By the end of the week:

- A Greeting/Ushering Representative will send a brief follow-up email. This email should also include an invitation to the next SEED's Class.

Guest Gift Bags:

- The Barn Administrative Manager is responsible for designing these gift bags, ordering necessary materials, and providing all files to the front office for printing/cutting, etc.
- The office is responsible for maintaining these gift bags and ordering any new materials according to the design provided by the Barn Administrative Manager.
- The bags should include:
 - A TBC Info card, a Welcome Envelope w/ enclosed card
 - A Coffee Mug or other gift
 - A packet of gum, a small notebook, a pen, a business card, & Kleenex.

The Barn Church Family Services Department

Handbook & Manual

Guest Info Sheets:

- The Guest Info sheet layout will be designed by the Graphics & Media Team and should include the following information:

Date:

Name:

Address:

Phone:

Email:

Are you interested in volunteering? Yes No

Did someone invite you?

And a QR code to fill out the same form online.

- We should encourage people to scan the QR code to fill out the form online if they are too busy.
- The HUB is responsible for ensuring Guest Cards are available at every Service.

Foyer Area Set Up:

- Follow guidelines from Hospitality on current set-up requirements.
- The Connections Hub will be placed on the inside right of the Worship Center closest to the entrance. This station will only have materials for first-time guests: Guest Info clipboards/sheets and gift bags. Merchandise will be available to purchase using a QR Code.

SEED's/New @ The Barn?

- At least 3–4 times per year, one of our Teaching Team Members will lead a “SEED’s Class” gathering immediately following Sunday morning service. It’s a “meet and greet” opportunity for people checking out our community.
- This event will be promoted in our service(s), allowing people to register. A sign-up sheet will be available at the Connections Hub.
- Food will be served during the gathering.