

CONNECTIONS  
**PLAY**  
BOOK



[northpointchurch.tv/connections](http://northpointchurch.tv/connections)

A **SAFE PLACE**  
FOR **ANYONE**  
TO FIND AND  
**FOLLOW JESUS**

## **THANK YOU FOR SERVING!**

Creating a safe place to find and follow Jesus doesn't happen on accident. You make it a possibility by serving!

Every Sunday is someone's first time at North Point. The Connections team is the voice, the smile, the handshake and the first impression. Everything we do is designed to create a friendly, helpful, welcoming environment so that people can connect with Jesus and each other.



# TEAM EXPECTATIONS

## **HUSTLE**

We work hard. We are excellent at our craft.

## **HUNGRY**

We are spiritual leaders. We have a hunger to learn, grow and get better.

## **HOPEFUL**

We're here to impact eternity and we believe Jesus is restoring everything. Pessimism isn't something we do.

## **HELPFUL**

It's never not my job, we look to help anyone and everyone. We are a team.

## **HUMBLE**

We don't hold our egos or positions tightly. We value others.



# THE 5 HS

# WE ONLY HAVE **ONE** **CHANCE** TO MAKE A **GREAT** FIRST IMPRESSION

Did you know that 40% of first-time guests will make a decision on whether to return before they even hear the message?

Having hands **free of phones** helps make room for a handshake/fist bump and allows us to focus on our guests.

**Walk don't point.**

**Never point** a guest in the direction of something they are looking for, always **walk with them** to the destination.

# SERVE PHONE FREE

# TAKE A HIKE

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We save the best parking spaces for our guests so park in the back parking lot or most inconvenient area of the lot on your campus. The last thing we want is for someone, who took a risk on attending church, to turn around and drive off because they could not find a parking space.

## GIVE 'EM 5

Step towards guests as they approach and make an intentional interaction. Make it a goal to not let a single guest get past you without being greeted. When you meet someone who is new to North Point, you can get a feel for who they are and how you can guide them by asking these questions within your conversation.

1. How long have you been coming to North Point? (never “are you new?”)
2. What brought you to North Point?
3. What is your church background?
4. Are you plugged into community and serving anywhere?
5. Can I help you get on a serving team?

# THE 5 Q's



# PLANNING CENTER

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**Replying to Planning Center** helps us build a better plan to serve our guests. By accepting or declining, your team leader can more accurately formulate a plan for each weekend to create the best experience possible.

# WEAR YOUR **LANYARD**

The lanyard helps our guests **identify the volunteers**, and lets them know who they can approach to ask a question.

# DURING **SERVICE**

Be aware of what is happening in the auditorium and in the lobby during the worship experience. There are certain times in the worship service where it is appropriate to seat people and walk people down the aisle to find them a seat and there are times when seating people can cause a distraction (during a worshipful moment, a prayer, a touching video or the message).

It's ok to ask a guest to 'wait just a moment and I'll seat you as soon as I can.' Walking down the aisle during a worshipful song, talking during a quiet moment, or an outburst of laughter in the lobby... all this can distract people from worship.

Our worship team is doing everything they can to lead people into God's presence... let's minimize distractions so that they can fully encounter Jesus!

# AFTER SERVICE

## IN THE AUDITORIUM

After each service, take a few minutes to help clean up the auditorium to reset for the next service. In the auditorium, help pick up trash, straighten crooked rows or misplaced seats, and restock anything that needs to be put back in place.

## IN THE LOBBY

After service, stand facing the flow of people leaving and greet people. Instead of saying, “Thanks for coming,” we say, “See you next Sunday!” We want everyone to leave with an invite to come back!

# FAQS

(Frequently Asked Questions)

## **WHAT DO I DO IF SOMEONE ASKS A QUESTION I DON'T FEEL COMFORTABLE ANSWERING?**

If a guest asks a difficult, theological question and/or question about how North Point views certain subjects, please direct the guest to a staff member or grab the email of the guest and say you will have a pastor email back the answer.

## **IN AN EMERGENCY, WHAT DO I FIRST NEED TO DO?**

In the event of an emergency, please let your team lead know or staff personnel know so that the team may respond accordingly.

## **KNOW SOMEONE WHO'S INTERESTED IN VOLUNTEERING?**

If you have someone who is interested in serving have them fill out a connection card and take that card to your team leader. Always be asking and including others!