

Welcome to Frontline Ministries

Our objective is to assist people in finding a church community that will help them encounter the grace and love of God. This process is sometimes referred to as “assimilation”. We are instructed in God’s Word to care for the stranger in our midst. However, we want to do more. Our desire is to help transition people from being a “stranger” to a friend, a brother or sister in Christ.



The Frontline Ministry is designed around three “connections” that enable people to become assimilated; **Public, Personal, and Social**. The Frontline ministry team is organized around these connections as you can see in the organization chart on the following page.

When the Frontline team has done an effective job in making people feel that Covenant Life Church will be their church home, they will be unleashed to serve and be served in ways that build up the church of Christ.

We are grateful for your crucial role in this all important ministry. Hopefully these pages will help you to become better equipped to serve as a member of the Frontline team, meeting and integrating people into Covenant Life Church.

Welcome to the team!

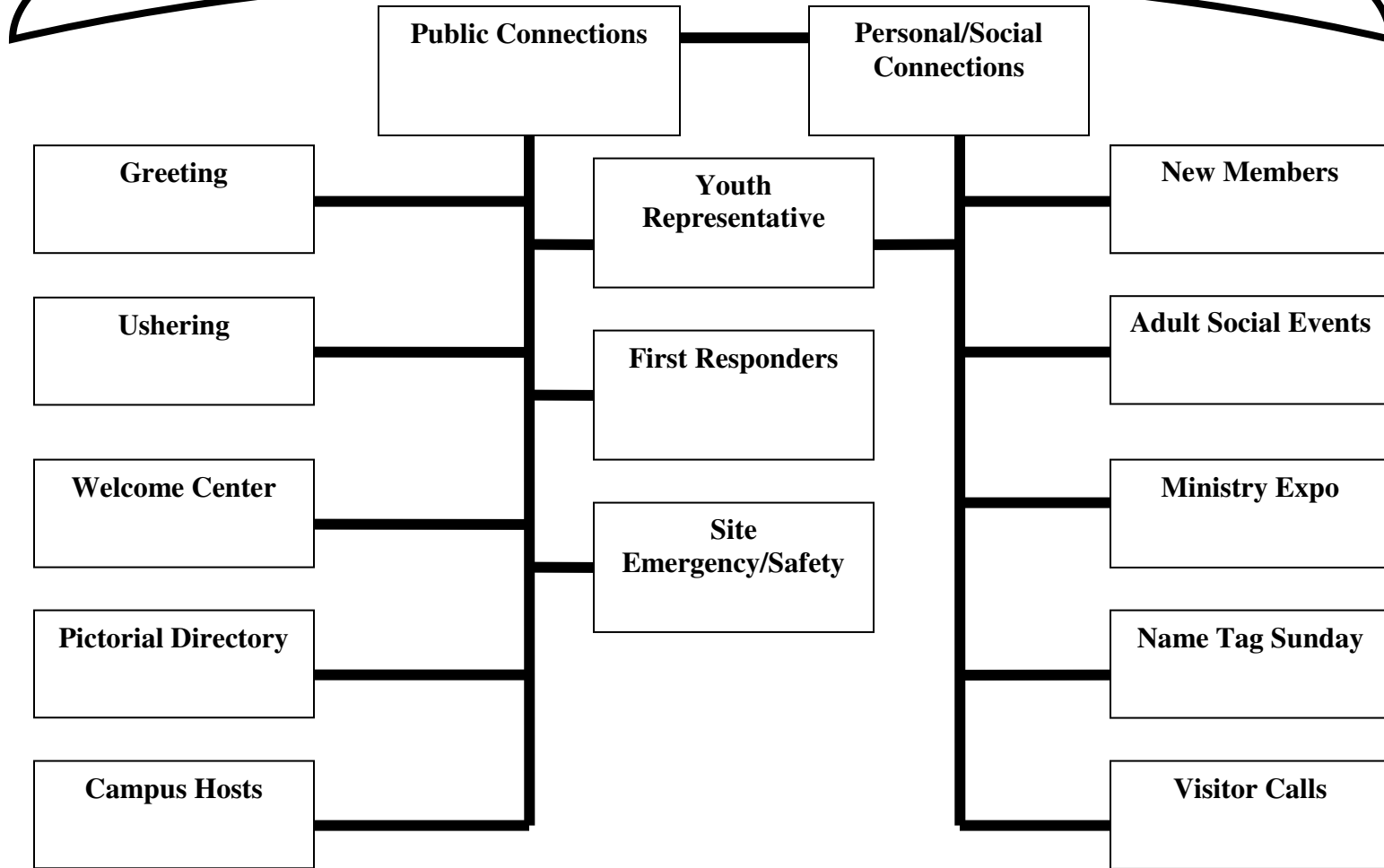
Frontline Vision

“We will create an integrated process that will enable a person to move from being a stranger to becoming “fully connected” at Covenant Life Church and to make those that are already “connected” glad they chose CLC as their place of worship”

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Frontline



GREETERS

INTRODUCTION

Welcome to FRONTLINE Ministries.

Participating as a greeter is a very important ministry of God's church. As a greeter your role is a strategic one. Being on the "Frontline" means you have the potential to influence people towards a positive experience at CLC.



Extending a warm welcome is an area that every member of Covenant Life Church can participate in. As you read the following pages, remind yourself that God can use you in a powerful way to draw others to himself and his church.

When people come to our church for the first time, will they receive a warm welcome? A church becomes even friendlier when new members learn one another's names. Greeters are urged to learn the name of someone not known to them each Sunday. The Bible emphasizes the importance of welcoming strangers. In many places the Old Testament speaks of dealing appropriately with the "stranger" in our midst. Jesus goes so far as to say that our treatment of others – even those we don't know – reflects our treatment of him.

Here's what God's Word says:

Exodus 23:9

"Do not oppress any strangers; you yourselves know how it feels to be strangers, because you were strangers in Egypt."

Deuteronomy 10:19

"And you are to love those who are strangers, for you yourselves were strangers in Egypt."

Hebrews 13:2

"Do not forget to entertain strangers, for by so doing, some people have entertained angels without knowing it".

FIRST ENCOUNTERS

When people visit CLC for the first time, they come with a variety of concerns and questions.

Visitors may be...

- *Wondering if they are welcome.*
You may know that our church wants to grow and have new people become part of the church, but our visitors will not automatically know if they are really wanted unless that message is expressly conveyed to them.
- *Anxious about themselves.*
Don't assume anything. Everything may seem unfamiliar to our visitors and they may be unsure what is considered "appropriate" at our church (this could include everything from attire to the correct way to respond throughout the service).
- *Deciding whether to return.*
First impressions are extremely important. Visitors coming into a new church DO want to be approached. On many occasions the critical issue in being a positive church is not how friendly members are to members, but rather how friendly people were to "me". The decision about whether to return to CLC starts long before the service begins. That's why you are on the Frontline!



GREETER GUIDELINES

In order to make the first contact between guests and greeters a positive one, here are some Guidelines that will promote greater effectiveness.

- *Be in place on time.*
This means being in place before anyone else. Visitors, not being sure of themselves, may arrive quite early. We ask that you be at the church for a time of prayer 30 minutes prior to the service.
- *Take the initiative.*
Surveys indicate that 75 percent of us consider ourselves to be shy, inarticulate, and uncomfortable around strangers. Take the initiative to get conversations going.
- *Be warm and friendly.*
In the early days of Saddleback Church, a survey asked, "Why do you think people don't attend church?" One of the most common responses was that church members are not friendly to visitors. You can be very friendly!
- *Be good listeners.*
Listening is the best way to demonstrate genuine interest in someone else. Listening happens not only with the ears but also with the eyes and the whole body. Body language will tell a person if you are really listening.
- *Give guests their time.*
This goes beyond a simple greeting. It may mean spending less time with friends and others you know well after the service. One solution to this is to introduce visitors to others you would normally chat with and include them in the conversations taking place.
- *Look for special needs.*
Be observant. Do the visitors need the nursery or directions to church school classes? Are there any obvious disability needs? Listen for special needs that may come up in a conversation. For instance, talking about work (often a conversation starter) may bring needs. Make a note and pass it on to people at the Information Station.

- *Acknowledge repeat visitors.*
Try to remember names and pick up on previous conversations. If you don't remember a name, don't fake it; simply say, "I'm sorry, I know we were introduced last week, but I can't remember your name right now." Remind them of your name too. After a conversation with a visitor, make notes if you need to in order to remember. Yes, it is that important.
- *Be ready to help late arrivals.*
Someone should remain in the fellowship hall after the service begins to assist late arrivals. Chances are that they will already be somewhat embarrassed and flustered and will appreciate a gentle welcome and help, if needed. In some cases, you may end up walking with them into the worship center and inviting them to sit with you.
- *Continue your ministry after worship.*
There is usually more time for visiting after the service. We recommend stationing a greeter by the exit doors as soon as the service ends because many visitors will tend to leave quickly. Try to catch them. If they are in a hurry, don't intrude on their time, but be sure to let them know you were glad they came and invite them back. We suggest one greeter at each door.

Be sure to pick up your nametag and wear it prominently. Please keep it on through the service and beyond. Nametags can be picked up at and returned to the Information Station.

INITIATING CONTACT AND CONVERSATIONS

Here are a few suggestions for getting a conversation started, especially after the service.

Openers

The most important openers are nonverbal: a smile, handshake, eye contact, and body language that doesn't suggest that you're about to do something else. The main focus is the person you're talking to. The most obvious, easiest, and least threatening opening is, "Hi, my name is _____"

Comments

The most important element of any comment is its sincerity. Visitors will subconsciously be tuned in for the sound of sincerity. A simple comment is, "Welcome to Covenant Life Church. It's good to have you here today."

Often in larger churches people are afraid of welcoming someone who has been visiting for some time. In this situation, a safe comment might be, "I don't remember meeting you. Are you visiting us today?"

Questions

There are any number of "safe" questions you can ask to get a conversation going. Some focus on interest: "Are you from this area?" "What type of work are you involved in?" "How did you hear about CLC?"

You can also ask natural questions about possible needs: "Do you have any questions or is there anything I can help you with?" "Is there any way we as a church can serve you?"

Offers

Making offers to help can be an important part of a conversation with visitors: "Let me introduce you to _____." "Here let me show you where it is." "Let me explain a little bit about what we have for kids your children's ages." "Just a minute, let me get an information brochure for you." "Would you mind filling out one of our Guest Information Forms?"

Closing

"(Guest's name), it was good to meet you. My name again is _____"
"Hope you enjoyed the service and that you'll come again."

GOING DEEPER IN CONVERSATIONS

FORUMS

The acronym F.O.R.U.M.S. gives some ideas for conversations that begin to build deeper relationships with people. The word “forum” means a context for conversations. Note that there is a progression from more superficial topics to more spiritual. This cannot be canned or forced. Most likely, it will occur over a number of conversations as a more trusting relationship builds. Below are several ideas for conversation. Most people will find that once the conversation is off to a good start, it develops quite naturally.

Family

Are you married? Single? Do you have children? (Divorce and single parenting are common in our society. Be careful not to make someone feel inferior or unworthy, and avoid embarrassing or inappropriate questions.)

Occupation

Where do you work? Do you work outside the home? What do you do there? How long have you been doing that? How did you first get involved in that? I’m not sure what that is; what does it involve?

Recreation

Do you have any hobbies? We have a _____ group (team) here. Would you be interested in being part of that? How did you become interested in that? Did you need to have special training? What type of reading interests you?

You

Be willing to share information about yourself, but don’t focus too much on yourself. Listen for and talk about common interests, such as work, hobbies, children, and so on.

Meaningful

Ask for opinions and feelings about different things. Be willing to share your feelings.

Spiritual

Do you have a church home? Would you be interested in a Bible study group? Are you a Christian or is it something you are still thinking about? Are you interested in spiritual things? Do you have any favorite Christian authors?

Relationships are precious and sometimes fragile. We need to develop those relationships carefully, being sensitive about the questions we ask and being able to identify the types of questions that need to be asked.

USHERS

INTRODUCTION

Welcome to FRONTLINE Ministries.

As an usher, you play a key role in the reception of visitors and regular attendees to our Worship services. Whether people are well acquainted with the layout of our worship space or are entering this space for the first time, you represent the message that CLC is glad they came. We want to help you maximize your role as an usher.

Your role as an Usher



Please arrive at the church for a time of prayer 30 minutes prior to the service. This is the same time we ask all other FRONTLINE personnel to show up. The reason: People start arriving as early as 8:30 a.m. especially newcomers. We need to show them that we are ready to welcome them into the worship center and the worship experience.

1. When you arrive at the church, please go to the Information Station and pick up your FRONTLINE nametag and wear it prominently.
2. Please check to see that the bulletins (and any additional handouts) are already located at the entry doors in the worship center.
3. As people pass through the doors, please greet them with an enthusiastic smile and greeting, handing bulletins to appropriate persons. By *appropriate*, we are asking you to make a judgment call by giving one bulletin to every couple or individual person who enters the worship center. Try to avoid giving them to younger children of parents who are entering the worship center together. Older teens should be offered a bulletin as well. Use your best judgment on this one.
(Note: If it appears that we are consistently running short of bulletins, please write a note or call the church office indicating how many more might be needed on a weekly basis. Thanks)
5. As the worship center begins to fill up, please survey the seating area to see where open seats are available. This will allow you to direct people

towards seats without making them feel awkward in finding a place to sit. If you need to walk them in the direction of available seating, please do so. In the case where the worship center appears to be filling up, consider setting up chairs as needed. Feel free to ask some “regular attendees” to help you do this or let them do it while you stay focused on people who are coming in. Make sure that Bibles are made available to people seating in the chairs that were just set up.

6. We are asking you to stay at the doors until about 15 minutes after the worship begins ensuring our sensitivity to late arrivals, especially those who might find it difficult to find a seat when the worship service has already begun and the worshipping community is standing.
7. After the worship service is done, please stay sensitive to meeting and greeting people, especially if they appear to be new to CLC.

Thanks for your efforts in making Covenant Life Church a hospitable place for everyone.

GUEST SERVICES HOSTS

INTRODUCTION

Welcome to FRONTLINE. Making new and regular visitors feel welcomed along with our regular members is a major accomplishment. Your part in this process should not be understated. In the end, feeling welcomed is not the ultimate goal of FRONTLINE. Helping people (especially visitors) to move deeper into community and participation at CLC is our real objective. We're thankful that you're a part of this assimilation process.

YOUR ROLE AS HOST



The best way to prepare your heart and thinking about this role is to imagine yourself as a first time visitor to Covenant Life Church. Assuming that you have made your way through the front door and that you have been welcomed by one or several people, your next step is to know more about CLC. You may want to know something as seemingly mundane as the location of the restrooms or kitchen. Or you may want to have more information about a particular ministry or desire to speak to someone like a pastor or to someone in charge of a particular ministry. What waits to be seen is just how helpful the Guest Services station host will prove to be.

We think you're going to be incredibly helpful. Here is how.

1. Arrive at the Guest Services station no later than 8:30am. Here is a checklist to follow upon arrival:
 - Put on your FRONTLINE name tag.
 - Be sure that the station and display area is organized and presentable. (During the week others have been known to insert non-CLC material in brochures. Be aware of this as you check the displayed material.)
 - Restock any missing brochures and flyers.
 - Read the church bulletin to make sure that all announcements regarding the Guest Services station have the corresponding materials present at the station. This may be brochures and signup sheets. (In the future this may be a form on the CLC web site.)
 - If the material is not at the station, talk to a staff person or send someone to ask a staff person to come to the desk.

- Put a label on a blank CD-R. Write “MASTER” on the label and give it to the sound technician in the Worship Center.
 - Answer the CLC phone providing requested information as appropriate or transfer the call to a staff person.
 - Turn on the computers at the Guest Services station.
 - Turn on the CD Duplicator.
 - Record the sermon title, scripture reference and speaker in the CD Log (in CD binder).
2. Immediately after the service, please make your way back to the Guest Services station. We ask you to stay at the station until the majority of people appear to have left the church. Some people will come to the desk right after the service. Others will come later either because they want fewer people around or they have gotten involved in a conversation. Your availability is key to that one individual who takes this step forward to visit the station.
 3. Get the CD master from the Worship Center sound booth. Make at least 6 copies of the CD. The duplication process is as follows:
 - Place the CD master in the top drive. The CD is analyzed to determine the type and amount of data.
 - Place a blank CD-R in the other 3 drives. As each CD is detected the display count increments.
 - Once the duplicator detects that all drives are full, it automatically starts the duplication process.
 - If you are making 1 or 2 copies, you will need to press the “OK” button to start the copy process.
 - The good CDs are ejected when the copy is complete. (Normal copy time for a full CD is 4 – 5 minutes.)
 - Put the appropriate label on the CD and insert it in a CD sleeve. Put the CLC church label on the back of the sleeve.
 - Discard any CD that did not eject as it is defective.
 - Record the number of copies in the CD Log.
 - The suggested donation for a CD copy is \$1. Do not insist on collecting the donation as this is a local missions service. CLC Sunday volunteers are entitled to a free copy. (Our supplies cost is less than 30 cents.)
 4. To better prepare yourself for this role, you’ll find it helpful to read the information in the Greeter section of this manual. A lot of this material applies to all of us involved in the ministry of FRONTLINE.

A great way to be prepared for questions that may come up is to read through the brochures describing our ministries. Take a pack of these home and read them at your leisure. We'll try to provide you with an updated directory of all the ministries and their leaders or point people.

It is advisable to read the weekly CLC Connections Corner news letter and the bulletin before each service to stay up with current events at CLC.

5. A key component to the FRONTLINE ministry is securing the names, addresses and telephone numbers of our visitors. Visitors are invited to take this information to the Coffee Shop after the service. In the future this information may be entered to the CLC database at the Guest Services station. **We're grateful for your ministry. You are an important link in helping people get connected to God and the growing ministry of CLC.**

CAMPUS PARKING HOST ROLE:

You will be at the very “frontline” of Covenant Life Church’s Frontline ministry. Potentially, you will be the 1st person that visitors will have contact with. Most people form an opinion of an experience, based upon their “First Impression.” The best way to prepare yourself for this role is to imagine yourself driving up to our church building for the first time. Knowing where to park, in our unique setting, can be a challenge that could turn people away from getting their car parked & coming into church. **We will be providing visible signage and individuals to warmly guide and assist people in finding a place to park.**

FIRST ENCOUNTERS:

When people visit CLC for the first time, they come with a variety of concerns and questions. Because CLC doesn’t have a large parking lot right next to the building, often a visitor’s first concern or question is: **“Where do we park?”**

Visitors may be...

- *Wondering if they are welcome.*
You may know that our church wants to grow & have new people become a part of our church, but visitors will not automatically know that, unless that message is expressly conveyed to them.
Say something to everyone who you come in contact with, even if it’s just “Welcome.”
- *Anxious about themselves.*
Don’t assume anything. Everything may seem unfamiliar to visitors, and they may be unsure what is considered “appropriate” at our church. This could include everything from where to park to proper attire.
- *Deciding whether to return.*
First impressions are extremely important! The decision about whether to return to CLC starts long before the service begins.

That is why you are on the Frontline!

CAMPUS PARKING HOST GUIDELINES:

In order to make the first contact between guests and parking hosts a positive one, here are some guidelines to promote greater effectiveness.

- Be in place on time.
This means being in place before anyone arrives. Visitors, not being sure of themselves, may arrive quite early. **We ask you to be at church by 8:30**, to get your assignment, and meet briefly with the team leader.
- Take the initiative.
Surveys say that 75% of us consider ourselves to be shy, inarticulate, and uncomfortable around strangers. **Take the initiative to direct every car to a parking spot & be welcoming.**
- Be warm and friendly.
At a large mega-church, a survey asked, “Why do you think people don’t attend church?” A common response was that church members are not friendly to visitors. **You can be very friendly, in a laid back environment (outside).**
- Be good listeners.
Listening is the best way to demonstrate genuine interest in someone else. It happens not only with the ears but also with the eyes & the whole body. Body language will tell a person if you are really listening. **Make eye contact when someone is talking to you, and when you are speaking to them.**
- Give guests their time.
This goes beyond a simple finger point in the direction of a parking spot. It may mean spending less time with friends & others you know well while directing cars. **Whenever possible, verbalize where you want the person to park.**
- Look for special needs.
Be observant. Do the guests need an umbrella? Are there any obvious disability needs? Does the car need to drop off people at the door before parking? Do they need handicap parking? If so, direct them to that lot.
- Acknowledge repeat visitors.
Try to remember names and pick up on previous conversations. If you don’t remember a name, don’t fake it; simply say, “I’m sorry, I remember you from last week, but I can’t remember your name right now. Remind them of your name.”

- Be ready for late arrivals.
This may be your most important time. Everyone should remain at their stations until 15 minutes after the service begins, to assist late arrivals. Chances are they will already be somewhat embarrassed and flustered, and will appreciate being directed to a parking spot.
- Continue after the 1st service.
You will need to be back at you assigned station (lot) before the end of the 1st service – we are recommending 10:05. Assist people leaving your lot, and direct cars coming for the 2nd service. You should be done by 11:00.

FOLLOW UP CALLERS

INTRODUCTION

The ministry of making follow up calls to our visitors is a crucial phase of our FRONTLINE ministry. Our intent in these server pages is to provide you with some guidelines for effective telephone conversations. Very often church visitors will only give us a single opportunity to interact with them over the phone. The first 30 to 45 seconds can often set the tone for everything that follows. If a conversation proves to be meaningful and helpful, there is good reason to believe our visitors will make a return visit. Your role is an important one. We believe you can be an effective ambassador for Covenant Life. If you're not already convinced, we hope that by the time you've finished reading this material, you'll agree.

FOLLOW UP PROCEDURE

Step One



On most occasions, follow up calls will be done with those people who have filled out a "Guest Information Sheet". A filled out form gives us both the necessary information to make the call and is an indirect way of visitors granting us permission to do so.

Filled out forms are usually available in the church office shortly after the service or by Monday at the latest. They can be retrieved from the church mailbox slot located bottom right of all mailboxes.

Step Two

FRONTLINE'S objective is to make follow up calls within 7 to 10 days of a person's first visit while their experience remain fresh in their minds. We suggest that leaving a message is not the most desirable way to establish contact. If a message is left, it is appropriate to say who you are and that you are with Covenant Life Church. However, do not ask them to call you back. Simply indicate that you'll call back another time.

When contact is established, we suggest that your opening conversation go something like this:

"Hello, my name is _____; I'm a member of Covenant life Church. Is this an okay time to talk?" or "Do you have just a few minutes to talk?"

Thank them for visiting the church.

Thank them for filling out the guest information sheet.
(This will remind them that they filled out a form which helps explain why you're calling.)

At this point, the conversation may already be off and running. What follows are suggestions for directions to take in your conversation or topics to pursue. These are based largely on the information they offered in the Guest Information form.

“You indicated that you would like to know more about Covenant Life Church. Is there anything in particular you would like more information about?”

Or you might pick up on something indicated on their form:

I.e. children – **I see that you have (number) child/children.**

Are you aware of our Up Street ministry for children?

Are you aware of our Junior High (Crossroads) ministry for 6 through 8th graders?

Are you familiar with our High School (The Walk) ministry?

In each case that applies, say something positive about these ministries.

What school do your children attend? (Again, say something positive.)

I.e. new to the community – **“Where did you move from?”**

“Has your move been a positive one?”

I.e. other indicators – **“You indicated on your form that...”**

On the topic of church affiliation: Unless they bring it up, it is best to avoid asking about former or present church affiliation. If they say something positive about their church, affirm their church, affirm their positive statement. If they say something negative, keep your response brief and non-judgmental.

You may want to ask them if they are looking to be part of a church and what they are looking for in a church.

Other sample questions:

“Is there anyone that you know at Covenant Life Church?”

“Have you met any new people at Covenant Life?”

“Would you be interested in talking directly with any of our Staff?” – Pastors, Up Street, Student Ministry, etc.

You might make suggestions about other opportunities for involvement:

New member's Class – have a next date available

Small Groups - Covenant groups, men's & women's groups, etc.

Ending the conversation:

“Thanks so much for taking the time to speak with me.

We really do appreciate you visiting us.

If you visit again, please stop by the Guest Services booth. If I'm not there, someone else will be available to answer you additional questions you might have. I hope I'll meet you in person sometime soon."

Step Three

As you review your notes on your conversation, your next step will be to determine if there are other individuals or ministries that might find your conversation results helpful. For example, if the family in question has children of Up Street age, you should contact the director of that ministry. They will proceed with some kind of follow up on these children. This will be true for Junior or Senior High Ministries, Covenant Groups, Women's Ministries, etc.

Return sheets back to the church secretary's mailbox.

At this point, your contribution to the FRONTLINE process is virtually completed. We will continue to track the involvement of these visitors and hope that many of them will come to consider Covenant Life their church home.

You are a very critical person to the ministry of FRONTLINE. We are grateful for your thoughtfulness and diligent work. Thanks.

New Members Ministry

INTRODUCTION

Welcome to the new members process. Helping visitors take the steps to membership and involvement is an important process in the life of CLC. Because helping people (especially visitors) to move deeper into community and participation at CLC is our real objective, it is important to help them connect in areas that fit their giftedness. That's why the New Members class is so beneficial.

Roles and Responsibilities

There are several important components to the new members' process and every role is an important one. When all of the steps are completed and every volunteer fulfills his/her tasks, the new members find themselves connected and involved in positions that energize them and fit their passions.

Here's a list of the positions that make the process successful.

1. *Team Leader:*

The team leader is responsible for communicating to all of the team members, as well as other church departments affected by our meetings. She handles bulletin announcements and banners, date selection and communication with office staff, coach and small group assignments, supplies, lining up meeting facilitators, the welcome coffee, and all of the little details.

2. *Follow-up caller:*

When a visitor fills out an information form, whether in Up Street or the worship service, someone from CLC contacts them to see if there are questions we can answer, help we can provide, or concerns we can address. This is often the first one-on-one contact we have with guests and sets the stage for more involved interactions in the future.

3. *Meeting Facilitators:*

Visitors who desire to join or learn more about CLC are asked to attend 4 informational meetings. The facilitators share with the class the history and vision of CLC, spiritual gifts inventories, talent discovery, and a summary of the Reformed doctrine. Each facilitator has a back-up who can step in to cover the class in case of an emergency.

4. *Coaches:*

At the completion of the 4 week class, each participant wishing to join the church is assigned a coach. It is the coach's responsibility to take the information that has been collected about the participant's spiritual gifts, strengths, passions, style, etc and help him/her find a suitable place to serve. Serving in a capacity that energizes us and builds enthusiasm brings our involvement to a level far above having warm bodies in open positions. When a serving opportunity is identified, the coach contacts the ministry leader so that he/she can contact the new member and make a connection. The coach is to check back with the new member and ministry leader in 6-12 weeks to see if the position is a good fit. If not, the coach helps to identify a more appropriate place to serve.

5. *Small Group Leaders:*

An important aspect of building connection is participation in a small group. Significant effort is made to get all new members involved in a small group, either by joining existing small groups or by starting a new small group made up of the new members. When a new group is started, an existing member serves a leader/facilitator for the meetings for a 6 week period.

6. *Name Tag and Welcome Sunday:*

Two weeks after the completion of the 4 week class, the Sunday worship service includes name tags (worn by everyone; not just the new members) and a welcome coffee between the services. New members are welcomed during the services and can be identified by the carnations they are wearing.

As you can see, it takes many people to successfully incorporate new members into the CLC body. When the team works together, we help people grow deeper and the church grow stronger.