



SAV
UES

THIS IS **US.**

**SERVING IS A PART
OF WHO WE ARE AT
THE JOURNEY CHURCH.**

The Journey Church
212-A Leeville Pike
Lebanon, TN 37087
615.547.7070
Lead Teaching Pastor: Erik Reed

Dear TJC Volunteer,

I want to personally express my gratitude to you for serving at TJC. We exist as a church to show Jesus as incomparably glorious. We want to put Jesus on display for the world to see. We live in a very God-minimizing world, where many assume they understand all about Jesus, and yet, have concluded they do not need him. But we believe everyone's life would be better if Jesus were the center of it. As a church, we are passionate about helping people to know the real Jesus and to live their life for him. One of the ways we help that to happen is by partnering together as members, using our gifts and abilities, and ministering to those God joins to our fellowship. Whether that is by showing hospitality in the parking lot or lobby, teaching or helping with children, leading Gospel Communities, helping with worship services, or any other number of areas, we believe that each of us bring something to the church that will minister to others.

I know you are likely a very busy person, with many responsibilities. But I sincerely believe serving Jesus Christ, the one who gave his life for our salvation, is one the greatest privileges we can experience in this life. There are few things more satisfying than serving the Lord and serving others through ministry in the local church. We have the honor of watching lives changed for eternity.

We believe our best days as a church are ahead. God is working at TJC and one of the evidences of that is the addition of folks like you to the team. Lets press forward together and showcase Jesus as the unrivaled King of kings.

Shoulder to shoulder together,

Pastor Erik Reed
erik@tjclive.com



Thank you for “Saying Yes”!

Research shows a guest makes the decision on whether or not they are coming back to a church within the first 10 minutes! That’s before they ever hear the pastor preach. Wow! Think of the huge opportunity we have each week as we serve on the Guest Experience Teams. We get the privilege of shaping someone’s experience every single week.

When my family and I visited TJC for the very first time, we were scared. Those fears quickly faded as a volunteer took the time to welcome us, show us around, and make us feel like we belonged. I’ll never forget the impression that had on us. Today, I’ve dedicated my life to serving our church and partnering with you each weekend to ensure new guests feel welcomed at TJC.

Welcome to the team! I am so excited you have made the commitment to serve the body. I look forward to seeing you each weekend, and if you ever have questions, concerns or stories of praise, I would love to hear from you!

In Christ,
Beth Bowman
beth@tjclive.com
615.476.8192

Guest Experience Values

- Work Together
- Make it better
- We before me
- Every person matters
- Live on mission

WHO IS THE JOURNEY CHURCH?



BEST PRACTICES

- Have hands free of beverages and phones for a handshake or pat on the back
- Make the extra effort to walk guests to where they need to go instead of pointing in a direction
- Be aware of guests and anticipate their needs to better serve them
- Smile and make eye contact
- Respond professionally and creatively – when a guest asks a question that you don't know the answer, a great response can be, "That's a great question, do you mind if we walk up to the Connection Point so I can make sure we get you the best answer possible?" Or find a staff member if it's a complex question
- Send all first time guests to Connection Point for a gift so we can capture their contact information and put into our assimilation process to help them grow in their relationship with Christ
- Seek to answer questions guests may have before they are ever asked
- When it rains, anyone who is able should meet guests in the parking lot with an umbrella and escort them in
- Offer help to parents that have their hands full on the way to Kids Check-in
- Open doors for our guests when possible
- Learn guest's names and use them when possible
- Use relational language vs. directional language – "Come over here" rather than, "Don't go over there."
- **Invite guests and regular attenders to join a team and serve with us! There are many opportunities to use our gifts!**

Before Serving:

- Each week, you will receive an email via Journey Community to serve the following weekend. Through Journey Community, you will have the option to accept or decline serving for that weekend's services. By letting us know if you are able to serve, you help your team(s) be prepared to serve our guests that weekend.

When Serving:

- Parking – we save closest spots for our guests, so if you are able, please park across the street in the gravel parking lot or at South East Impressions.
- Volunteer check-in is located in the closet beside Connection Point. Grab any items needed for the day – lanyard, parking vests, walkie talkies, gum, water, etc.
- Always wear a green lanyard (orange if you are on the security team). It helps guests identify you as someone who can help.
- • Communicate continuously – when stepping away to take a call, heading to the restroom, showing a guest around or leaving at the end of your serving shift, communicate with your team and your team lead.
- **Committing to serve means 20 minutes before service and 10 minutes after service.**

Mid-Service & Post-Service:

Prepare the space for the best experience possible for every guest at every service, including setting up and cleaning up for the next service.

Helpful Hints:

- Know where the restrooms are located
- Know what the service times are
- Be in position 20 minutes before service begins and 10 minutes after service

Frequently Asked Questions (FAQ)

How do I become a member? Read through the TJC Confessions of Faith (located on our website), read through the TJC Covenant Membership Packet (located on our website), complete the interview form (located on our website), and sign up to attend a Growth Track class.

How do I sign up for a Gospel Community (GC)? Check out the GC Wall, visit our website, and attend a Growth Track Class to connect to a group. We also offer GC Connect events throughout the year.

Where do I take my kids? TJC Kids welcomes all infants through 5th grade. These children will need to be checked-in via our Kid's Check-in system. A volunteer will be available to help. TJC Students meet during the 2nd service at weekend gatherings and on Wednesday nights.

I'm new; what do I do now? Share your information with us via the Connect Card, located in the Auditorium and at Connection Point. We have a special gift for all first time guests at Connection Point. For families with kids, they can also receive their gift when they check-in at Kid's Check-In. Make sure to invite folks to attend Growth Track. This helps them grow in their faith and connect to the life of the church.

I missed the offering, where can I turn it in? Please find a staff member to give the offering to.

If a guest asks a difficult, theological and/or question about how The Journey Church views certain doctrines, please direct guests to a staff member, elder, or grab the email of guest. We will have a pastor email back the answer.

How do I sign up to serve? Please visit our website (www.tjclive.com) and click the serving tab to learn about all the available serving opportunities. We invite you to attend a Growth Track Class to learn more about your spiritual gifts, opportunities to use those gifts, shadow a serving area, and commit to a serving area. Thank you so much for partnering with us to show Jesus as incomparably glorious.

How do I change the area I serve in? You are able to change the area you serve in during our quarterly Membership Meetings. We encourage you to attend the meetings for valuable information.

How do I stay up to date with Volunteer Information? We love to provide up to date information. Make sure to like our page on Facebook: TJC Guest Experience Volunteers. You can communicate with team members as well as see important announcements. Also, make sure your information is up to date in Journey Community. You can connect to Journey Community through our website under the Connection Point tab.

What if I'm interested in a leadership role? We love leaders! We have opportunities available to lead individual teams as well as Guest Experience Director Roles. Please contact Beth if you are interested in leading.
Beth@tjclive.com

Where should I go when I arrive? Please visit the volunteer supply closet upon your arrival. It's located by Connection Point. Grab a lanyard, bottle of water, and any other supplies you may need for the day. Be sure to check the shelf to see if there are any important announcements, handouts, etc. We try to keep up to date information in the closet.

In Case of Emergency

We have a security team onsite at all times (They can be identified by the orange lanyard they wear. They are the only team to wear this color). Please get a member of the Security Team and give them as much information as possible. They have been specially trained to handle all emergency situations. A list of medical first responders is located in the volunteer supply closet and throughout the church. In the event of an emergency, please stay as calm as possible and assist the Security Team in executing their plans.

Campus Information:

Get specifics at www.tjclive.com

Parking and Crosswalk Team

- Provide a seamless, safe, and welcoming experience for each guest from the moment they pull into our lot until they reach the doors.
- The parking team is the very first impression of TJC! This team exists to provide guests with a seamless parking experience and to make each individual guest feel welcome. Not only does this team get each guest to the best spot in the least amount of time, but they also wave, smile and welcome each guest as they do so. It's an amazing opportunity to set the tone of the morning for each guest. Parking is not simply about cars; it is about people inside the cars.
- The crosswalk team is the 2nd impression (sometimes the very first impression) of TJC! This team exists to provide guests with a safe experience and to make each individual guest feel welcome. In the few moments you help guests cross the road, you are able to show the friendly and welcoming tone of our church. Feel free to engage in a brief conversation, smile, and answer questions.
- On rainy days, this team is able to provide exceptional care to our guests. Please visit the serving closet to be prepared with a poncho and umbrellas. Walk guests in, give them umbrellas, and go the extra mile to make them feel special and welcome. Imagine the impact you can have on someone with this gesture.
- You have the opportunity to show Jesus as incomparably glorious to every car that passes by! Smile, wave, and love the folks of TJC so well that people driving by can't pass TJC without coming in.

How:

- Greet people as they pull in and guide them to the best parking spot
- Help guests safely cross the road
- Set up all cones and parking signs to help guests easily identify where to go (located in the Volunteer supply closet)-1st service only
- Pick up all cones and signs and return them to the Volunteer supply closet-last service only

- Remember to return to the crosswalk and parking areas following service for 10 minutes-we desire for guests to arrive and leave safely

Greeter Team

- Provide a warm and welcoming first impression to guests and their family as they enter the doors of TJC.
- You are the face of TJC! Each week you have the opportunity to be the very first person inside the walls of TJC to welcome a guest.
- Be eager to answer questions and if someone needs to be shown where something is, please take them where they need to go or introduce them to a member of the Connection Point Team and they can get them where they need to go.
- Calling someone by their name is one of the best and easiest ways to let guests know we value them. Please try to learn one new name each week.
- Occasionally, TJC will have a program or handout, and they are more than a sheet of paper. They provide guests with information about our church, next steps, an opportunity for prayer requests, and so much more. Please make every effort to ensure one member of each family receives one.
- Be attentive to recognize new faces. Being new can feel scary and overwhelming; we don't want that to be the case at TJC. Go the extra mile to help guests feel at home.

How:

- The number one objective is to greet people with a warm and welcoming smile
- Know our regular attenders and members so when new faces come in, we can offer extra assistance if needed
- Stand at all doors guests can enter. Ideally, you should stay at the doors until the 2nd worship song to greet guests that arrive late
- If enough greeters are on hand, greet at both the main doors and auditorium doors
- After service return to the doors to thank guests for coming

- Spot guests and guide them to Connection Point prior to service for a gift

Connection Point Team

- Warmly welcome first time guests and clearly provide detailed information to help folks take a “next step.” The first step is always inviting them to Growth Track.
- You have the privilege of connecting with new guests every week. Please make that time as warm and welcoming as possible.
- It’s imperative to always collect personal information from each first time guest. This allows the guest to be entered into our assimilation process where they will learn everything about TJC, all the next steps they can take, and it helps us help them grow to grow in their relationship with Christ.
- You are the information hub of TJC! Please make sure you are up to date on all the happenings at TJC. The information you provide can encourage someone to take a next step.
- Be aware of the pastors available during weekend gatherings and staff members that can help you if you need assistance.
- Other teams are encouraged to bring guests to you for assistance.

How:

- Create a warm atmosphere and be available to all guests needing information
- Be able to answer all questions and if you don't know an answer gather contact information so the guest can be followed up with during the week
- Be available to assist the greeters in taking (not pointing) our guests where they need to go
- Being in position post service is extremely important. This is the time when guests will visit the Connection Point area for their gifts and ask questions
- Encourage and sign up as many people as possible to attend our next Growth Track class. We believe Growth Track is that important!

Communion/Coffee Prep Team

- Prepare the coffee and communion so guests can enjoy their experience at TJC.
- You'll be amongst the first, if not the first, to arrive at weekend gatherings. Your role is that important!
- In preparing the coffee, you will help guests be lively and awake to worship, as well as, fill the lobby of TJC with the sweet aroma of freshly brewed coffee.
- Our cafe area creates a warm and welcoming home environment that lets our guests know they were thought about before they arrived.
- Communion is offered during every service. You play a vital role in centering every worship service on Christ.
- Be available to make more coffee, add more supplies, and greet guests before they enter the auditorium.

How:

- Prepare Coffee and communion for services
- Take communion to the designated tables in the auditorium
- Maintain the cafe and coffee serving areas, keeping everything clean and stocked
- At the conclusion of the last service of the day service, please return creamer and left over communion to the refrigerator

Communion/Offering Distribution Team

- Ensure the offering and communion is passed in a quick and efficient way.
- Please remember communion is a time for remembrance, reflection, and prayer. Pass the communion in silence to allow folks the opportunity to reflect and pray before taking communion.
- You should check your text message and/or email each week to verify the flow of service. It's very important to be ready to pass communion and/or offering at the correct time.
- Familiarize yourself with the auditorium's layout and the different seating sections. You will be instructed on which area of the room to serve in.
- Please sit towards the back of the auditorium and in an end of the row seat. This helps to provide minimal distraction as you get the offering baskets and trays of communion to serve.

How:

- In the back of the auditorium, on both sides, you will find a table with all the supplies you need
- Verify you have the correct service flow for the service you are serving communion and/or offering
- At the end of service, please combine all the left over communion to make full trays
- If you are serving during the final service of the day, please place the communion in the refrigerator

Security Team

- Make a minimum of 2 outside rounds of our property to check vehicles and the exterior portion of the building. Check between cars and blind spots at the rear of the building (look across the street to SEI and gravel lot as well). Look for fresh damage (evidence of vandalism and theft). If something is found, do not touch anything. Use your phone to take pictures of what you find. Get vehicle description and tag number. If you see the vandalism or theft take place, remember it is NOT your job to protect people's property. Make the best mental snapshot you can of the person/persons so you can relay it to the police (the more detail the better). If this happens do not chase the person. Call 911 immediately and give a detailed description and a DOT (direction of travel).
- A minimum of 2 rounds should be made through the sanctuary during service. We are looking for anything that looks out of place (possible theft, medical emergency, violent encounter, etc). It is important that before we make contact with someone in the sanctuary, we are SURE of the situation (making a scene or disruption in the service is the last thing we want to happen). Keep your round to the rear of the room and try to not draw any attention to yourself unless it is absolutely necessary.
- There is to be a security person at the 2 main entrances of the building at all times prior to and immediately after the service. If a third person is available this person will either roam or stand outside in front of the building. Watch doors to make sure a small child doesn't get outside the building by themselves. If you are stationed at the TJC Kid's entrance door, watch children picked up to ensure children are leaving with the right adult. Persons working the doors should be friendly and speak to people as much as possible (avoid standing by the door like Rambo). If there is a 3rd person either roaming or standing in front of the building, this person should be observant to their surroundings and be ready to help the other security people working the doors.
- Other duties during service: Assist teachers that need help with children (taking them to the bathroom or watching their classroom while they take a child to the bathroom); help late arrivals find their way to the sanctuary/ children's classes after the greeters are gone; watch the 2 main entrances for suspicious people entering the building and hanging around without going into the service.

Required equipment: A dependable small flashlight (doesn't have to be expensive), pocket knife/multi tool (this is for utility so keep it small), charged cell phone, and orange security lanyard (supplied by the church)

Strongly suggested practices: Sit in an aisle seat during the service you attend. (If something were to happen and your help is needed, you can get to it faster).

How:

- Provide a safe and secure environment to worship and learn in
- Ensure parking lots are secure and the property is safe
- Identify issues of threats and work with staff to deal with situations as they arrive

Reset Team

- Provide a clean, fully stocked, organized and welcoming experience for each guest that is free from distractions.
- Prepare the church building to receive guests.
- Post service, clean up any trash from service including communion cups, coffee cups, and paper. Empty trash and diaper genies and refill with new bags.
- Verify that soap, paper towels, and toilet paper are restocked in the men's & women's restrooms. The key to change these items can be found in the janitorial closet across from the cafe. It's kept on a key ring on the cleaning cart.
- Wipe down counters in the bathroom.
- Work together to redistribute offering baskets to make sure the quantities are set and baskets are in place for the next service.
- Adjust any chairs that may be out of position.
- You are the eyes of TJC! If you see something that would create a distraction, please make it better.
- You create the atmosphere that allows guests to feel "at home." Thank you for taking time to provide an environment that feels clean and welcoming.

How:

- Notice the little things that others walk by
- Provide a warm environment that is free from clutter, trash, and disorder
- Reset the building in between services to ensure the next service is ready to go

Kid's Check-In

- Greet all families with a warm and welcoming smile.
- Make the check-in process easy, smooth, and as fast as possible for new families.
- Explain the importance of the child security tag system to new families
- Gift new families with our first time guest bags and a connect card to get the remainder of their information.
- Go the extra mile in walking new families to each child's room. Feel free to answer questions and point out things that may be helpful like the restrooms, Connection Point, and the cafe for coffee.
- Get to know the names and faces of regularly attending families and print their tag(s) prior to them arriving at Kid's Check-In.
- For parent's with kids in The Studio explain the drop off and pick up process.

How:

- Be outgoing, welcoming, and efficient as you welcome families to our church and Kids Ministry
- Learn the in's and out's of the Kid's Check-In system to be as helpful as possible
- Make sure to get the cell phone number of the parent, so we have a number they can be reached at while their child is at TJC (no home phone numbers)
- Ensure food allergies and health conditions are listed for each child. This information is vitally important to teachers
- Try to interact with as many families as possible to let them know they are welcome here

Hospitality Team

- Provide warm and welcoming touches that show Jesus as incomparably glorious.
- Create special moments that make TJC unique and memorable.
- Go the extra mile in letting guests know they are loved and cared for.
- Proper etiquette should be used at all times both in written and oral communication.
- From handwritten notes, to weekly projects, to large scale events, members of this team are the heart of TJC.
- Have eyes and ears to hear of needs and be quick to communicate the needs. They can always be passed along to Beth. Beth@tjclive.com
- Help develop new processes and systems for showing an abundance of care during special moments in guests lives.
- You create the atmosphere that allows guests and members to feel “at home.” Thank you for taking time to provide and create environments that feel warm and welcoming.

How:

- Look and listen for opportunities to show great love and hospitality
- Create and provide environments that feels warm and welcoming
- Communicate hospitality needs quickly

Kid's Ministry/Students/Young Adults

- Some of our greatest serving needs are outside of the Guest Experience Teams. We offer opportunities to serve in our Kid's Ministry, Student Ministry, and Young Adults Ministry in addition to our Guest Experience Teams.
- TJC Kid's Ministry offers classes for infants through 5th grade. The class breakdowns are as follows: Nursery, Toddlers, Kindergarten-1st Grade, 2nd-3rd Grade, and Bridgers (4th-5th Grade). Kid's Ministry classes are offered during every service.
- TJC Students have bible study during the 2nd service both days (Saturday 5:45 and Sunday 10:15), and they meet in the Equip Room. Students also have the opportunity to gather on Wednesday nights in The Studio from 6-7:30.
- TJC Young Adults gather on Tuesday nights at 7pm in the Studio. This ministry is designed for young adults in their twenties.
- Please consider rotating to serve in one of these ministry areas.

How:

- TJC Kid's Ministry, contact Laurie DiCicco (laurie@tjclive.com)
- TJC Student Ministry, contact Trell Ross (trell@tjclive.com)
- TJC Young Adults, contact Anthony Knight (anthony@tjclive.com)

Who Do I Contact?

Below you will find a general overview of who to contact for more information about a specific area.

- 1) Serving, events, and daily procedures -Beth Bowman
- 2) Membership, Baptism, and Spiritual formations-Evan Owens
- 3) App, social media, website, photography, and videography-April Walker
- 4) Budget and Mobilization of missions and leadership-Chad Jordan
- 5) Gospel Communities and Assimilation-Brady Plunk
- 6) Student Ministry-Trell Ross and Larry Davis
- 7) Young Adult Ministry-Anthony Knight
- 8) Worship-Brett Perkins
- 9) AV, lights, sound, and stage design-Rhett Walker
- 10) Theological questions-Erik Reed, Jeff Pratt, and Evan Owens
- 11) Kids Ministry-Laurie DiCicco
- 12) General inquiries and Journey Community-Kendria Spicer