



You make the difference. None of this is possible without the body of Christ working together.

We are so glad you are here and have taken the step to use your gifts and skills to set the stage for God to work. On the Connect Team, you'll be a part of creating a comfortable environment for others so they can be open to hear the truth of God's Word.

You are truly influencing environments where life change happens. Our hope is that you will grow as a follower of Christ and build relationships and community as you serve BAC.

# COFFEE CORNER

## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. This service is an important ministry to the church, not only to regular attenders and members, but also to visitors. Providing coffee is a great way to make people feel welcome and provide a way for them to feel more comfortable engaging others.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Ensure there is always coffee, tea, hot water, cold water and snacks available and neatly presented
- Make snacks available 15 minutes prior to the service and after the service.
- Put snacks away during service times
- Ensure milk and cream refilled as needed
- Maintain cleanliness and presentation of the area as well as the seating area, wiping any spills and picking up any wrappers
- Empty garbage's if needed
- Refrain from eating, drinking, or using your phone while serving, that way you are focused on others while serving
- Engage in conversation with others taking opportunities to step out from behind the counter
- Maintain positive body language (smile, make eye contact and stand with a welcoming posture)
- Clean up area, empty coffee, hot water jugs and put everything away before leaving
- Be on the look out for first time visitors
- Personally escort any person who asks where something is located. This helps them feel valued. Avoid pointing or giving directions
- Assist those who may need help (use of elevator or some other assistance)

- Initiate conversations with people you don't know or might be new and introduce them to a regular attender so that they can connect with someone
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries
- Know emergency procedures for the building and assist as needed
- If you will miss your opportunity to serve, please inform Julie ahead of time  
[jcrawford@bachurch.com](mailto:jcrawford@bachurch.com)/416-801-5398

- Welcome Hall and Kitchenette



# connectteam

## GREETERS

## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. Greeters play a vital role in forming a visitor's first impression of our church and, to some, their first impression of Jesus Christ. It is your role to ensure that every person (first time guest or regular attender) entering the church building is welcomed warmly.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Open the door and greet each person enthusiastically as though you were expecting them. Show them you are glad they are here
- Maintain positive body language (smile, make eye contact and stand with a welcoming posture)
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries.
- Be on the look out for first time visitors
- Personally escort any person who asks where something is located. This helps them feel valued. Avoid pointing or giving directions
- Assist those who may need help (use of elevator or some other assistance)
- Initiate conversations with people you don't know or might be new and introduce them to a regular attender so that they can connect with someone

- Refrain from eating, drinking, or using your phone while serving, that way you are focused on others while serving
- Direct people into the Welcome Hall for connection, snacks and refreshments after the service.
- Open door for them as they leave
- Send people off enthusiastically. Thank them for starting their week with us. Use phrases like: “See you next week!” or “Thanks for coming
- Know emergency procedures for the building and assist as needed
- If you will miss your opportunity to serve, please inform Julie ahead of time  
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# LOCATIONS

**Main Entrance** - welcome everyone by opening the door for them and verbally greeting them. Greet each guest with a verbal greeting. Use a phrase like:  
“Welcome, we’re so glad you’re here!”

**Foyer** -Move around the foyer and be willing to engage with and serve every person. Assist new people by familiarizing them with our building

**Downstairs**- as families enter with their children, greet them with a smile and direct them to the desk staff and/or the sign in tablets



# PRAYER

## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. Prayer is vital to our Christian walk and a prayer team is vital in the Life of the Church. Prayer is the key to a successful ministry. We can plan, strategize, and host big events. But without prayer, they are just our plans, not God's. When we bathe our ministry in prayer, we see God work in ways that only He can. This team would be available on Sundays after service for prayer and also involved in outreach prayer opportunities as well as healing and communion prayer Sundays. Also committing to lift BAC up in prayer on a regular basis.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Refrain from eating, drinking, or using your phone while serving, that way you are focused on others while serving
- Be available to pray for others before and after each service
- On Communion Sundays (end of service), you will be asked to come to front to pray for those who come forward
- Maintain positive body language (smile, make eye contact and stand with a welcoming posture)
- Be intentional with conversations that will help attenders grow closer to God
- "What did you think of today's message?"
- "Is there anything I can pray with you about?"
- Write down prayer items to be able to pray throughout the week and follow up
- Keep confidential
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries
- Know emergency procedures for the building and assist as needed
- If you will miss your opportunity to serve, please inform Julie ahead of time

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## LOCATIONS

- Auditorium
- Board room



# PREP

## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. Preparing the Auditorium for worship is important so that it is a clean and an inviting atmosphere to lead people into worship.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Arrange what day of the week best suits to come in and prep
- Prepare each seat in the auditorium for Sunday mornings, making sure each seatback has a pen, connection card, offering envelope and ways to give info.
- Making sure all supplies are in place and area is clean
- Take any lost or left behind items to the office
- Pray over the seats in the auditorium setting the stage for God to do what only He can do
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries
- Know emergency procedures for the building and assist as needed
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## LOCATIONS

- Auditorium





## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. Your role is important in setting the tone for worship and helping to prepare people to hear and respond to the Word of God.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Make sure magnetic door stops are in place to avoid doors making noise during the service
- Maintain positive body language (smile, make eye contact and stand with a welcoming posture)
- Great everyone with a smile and hand shake
- Be warm and friendly to all who enter the auditorium so that they feel welcome and comfortable
- Offer a weekly bulletin to all who enter (1/ family)
- To create a worship time free of distractions, please close the auditorium doors when service starts
- One Usher will then stand outside doors so you are there to open for those arriving late and one inside for those who may have to step out of service (help those who arrive late by finding them a seat)
- Maintain an awareness of open seats so spots can be easily found
- Encourage people to wait to enter auditorium if worship team is still practicing or if someone is praying
- Take up offering and deposit in safe in Pastor Shawn's office (taken with a second usher), put offering in bag (on top of safe) and put into safe
- Be proactive! Actively look for people to assist and politely inform them that you have seats for them

- When sermon begins, discreetly count the number of people in auditorium -count from audio-visual area and record in the book kept in sound booth
- At the end of the service, move quietly to the back of the auditorium to open the doors (please do not open doors until after Benediction)
- As people are leaving the Auditorium, direct them to the Welcome Hall for connection, snacks and refreshments after the service or to the Welcome Center to hand in or fill out a connections card if they are new or visiting
- Be on the look out for first time visitors
- Initiate conversations with people you don't know or might be new and introduce them to a regular attender so that they can connect with someone
- Refrain from eating, drinking, or using your phone while serving, that way you are focused on others while serving
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries
- Know emergency procedures for the building and assist as needed
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# LOCATIONS

- Auditorium doors



# CONNECTIONS DESK

## PURPOSE

Connecting people into the life of the Church is central to health and growth. We want BAC to be a place where people feel welcomed, connected to Jesus and get plugged in so that it would be a place they call home, be known and have opportunities to grow in their faith. As a part of the Welcome Center Team, you create a next step for people to get involved, find out information, connect to the life of BAC and answer any questions they may have. No matter where we are in our relationship with God, we all have a next step. For some, the best next step may be to simply return to church again the following week. For others, a next step may be getting baptized, joining a Life Group, or Serving. Your role as the Welcome Center team is to be a guide to the next step during each interaction.

## GUIDELINES

- Arrive on time and attend the Connect Team meeting
- Maintain positive body language (smile, make eye contact and stand with a welcoming posture)
- You are specifically focussed on providing first time visitors a welcome bag, answering any questions they may have, providing information and resources about BAC and helping them identify next steps
- Stand at Welcome center desk so that people can identify you and let them know that you are someone they can ask any questions that they may have
- Enthusiastically welcome people who approach your area and make sure to give them a gift bag if they hand in their Connection card
- Maintain the cleanliness and presentation of the area as well as seating areas through the foyer.

- Direct people into the Welcome Hall for connection, snacks and refreshments after the service.
- Refrain from eating, drinking, or using your phone while serving, that way you are focused on others while serving
- Be on the look out for first time visitors
- Personally escort any person who asks where something is located. This helps them feel valued. Avoid pointing or giving directions
- Assist those who may need help (use of elevator or some other assistance)
- Initiate conversations with people you don't know or might be new and introduce them to a regular attendee so that they can connect with someone
- Send everyone off enthusiastically. Thank them for starting their week with us
- Take connection card and drop off in office before you leave or drop off in the office mailbox in the Welcome Hall
- Be familiar with the building and special events at BAC. You will receive an email each week with up to date happenings as well as the weekly bulletin for any information you may need
- Have knowledge of each ministry area including ages and locations for all ministries
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**Helpful Tip:** Saying “I don’t know” isn’t a sign of weakness. It’s a sign of discernment. When someone asks a question you haven’t been given the answer to or might be better for a staff person to address, it’s okay to say, “I don’t know.” Let the person know you want to provide them the most accurate information, so connect them with an available staff member or get their contact information and pass it on to a staff member.

# LOCATIONS

- Foyer



## **We get to do this!**

This is bigger than us and not about us.

We trust God to do more than we can ask, think, or imagine and constantly give glory to Him. The why will always come before the what or the how.

## **Lost People.**

Everybody is somebody's someone.

We don't always know how long someone has been prayed for, fought for, and invited before they say "yes" to church. We know we get only a few moments to make it meaningful. We treat every person like they are our someone.

## **Get in here!**

We've been waiting for you. We set the stage and fully prepare so we are ready for people and ready for God to move.

## **We don't have baggage fees**

BAC is a place to belong before you believe.

We make room for people and their baggage. Church is a refuge and place of inclusion and acceptance for all people.

## **Set the temperature**

We are thermostats not thermometers.

We are the first contacts and set the temperature for the people's experience.

Our body language and interactions are a depiction of joy and positivity.

## **One by one**

Every person matters to us because every person matters to God.

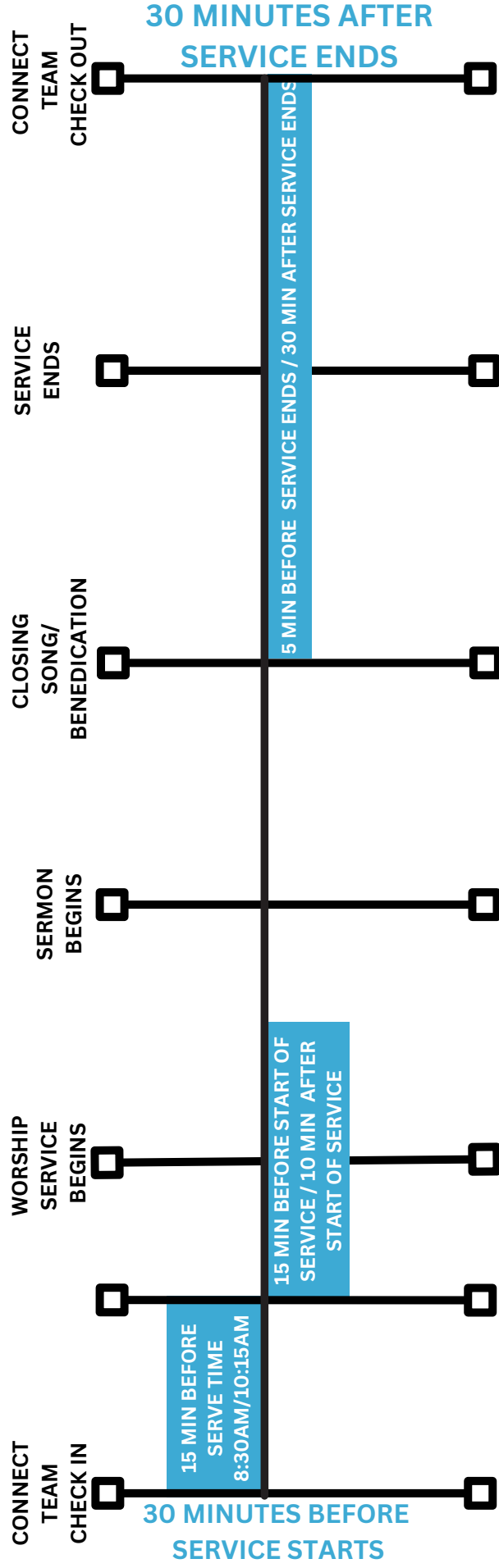
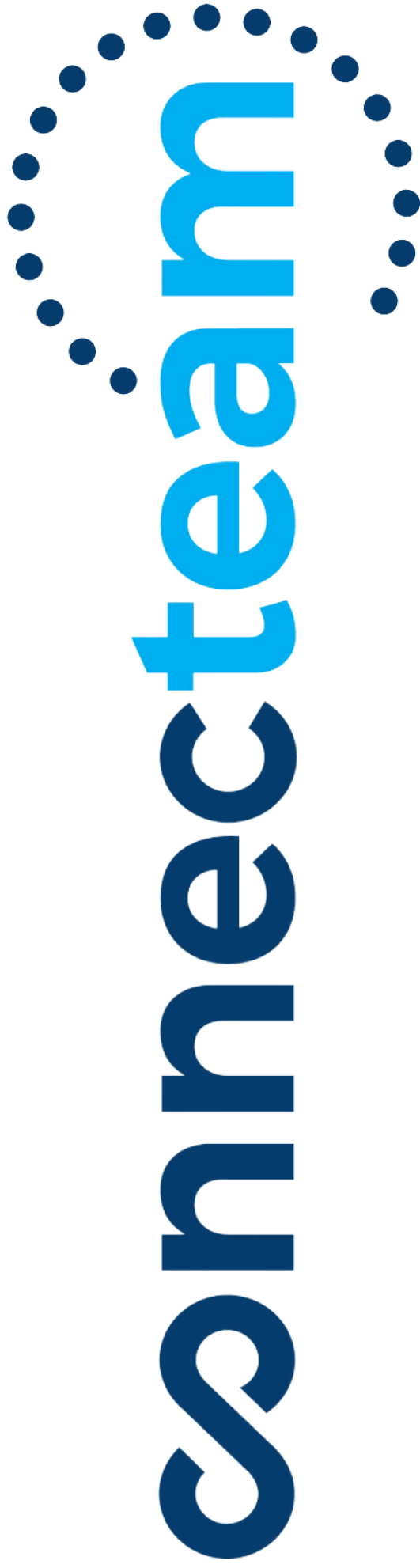
We make our interactions individual and unique, personal and prompt.

## **Far from forgettable**

We go the extra mile. We exceed people's expectations with action, care, and connection.

## **Enjoy it--Have fun.**

We have fun because not having fun is boring.



# ORDER OF SERVICE



Knowing • Growing • Sharing  
**Bramalea**  
Alliance *together*