



POLICIES & PROCEDURES



CAFÉ MINISTRY

Café ministry team members provide an impactful level of hospitality to church members and future members in an inviting and comfortable setting. Some of the most impactful conversations take place over a cup of coffee. Café workers have the opportunity to make people feel welcomed and connected while serving coffee and other snacks as relationships are built.

POLICIES & PROCEDURES

Pre-Service

- All servant leaders arrive at 9:00 AM.
- Serve all customers/church members with a cheerful heart.
- Always smile and be friendly.
- Turn on the coffee machine.
- Put out the items for sale on top of counter for customers.
- Make coffee.

Post Service

- Turn off coffee machine.
- Wash coffee pots.
- Put stock in the refrigerator or under counter.
- Wipe down the counter top.
- Count money and lock up money bag.
- Order supplies as needed.





CORNERSTONE KIDS

Cornerstone Kids (CK) consists of our nursery, preschool and elementary age groups. This ministry plays a vital role in imparting the Word of God and the Holy Spirit into the lives of kids at every age. Just as the parents have a place that they can come to and be refreshed, the children's ministry is a place where kids, 5th grade and under can learn the Word of God and have fun in the presence of God.

POLICIES & PROCEDURES

Pre-Service

- Arrival time for all CKids servant leaders is 9:00 AM. This is vital to ensure the CKids areas are set up and ready to receive families starting at 9:15 AM.
- All areas need to get out their items and set up their areas (computer desk, Pre-school TV, snacks, hallway signage, etc.)

Nursery:

- Turn on the TV.
- Do a safety and cleanliness walk through of the room.

Guest Services:

- Check computer/iPad log in.
- Print test name tags.

**Preschool:**

- Turn week's lesson on the TV.

Elementary:

- Turn on the lights, screens, sound and games in the game room.

In- Service

- All positions be in assigned positions to receive families by 9:15 AM.

Nursery:

- Check in children and complete daily sheets with details on feedings, snacks, etc.
- Care for children according to parent requests and child's needs.
- Keep daily sheet updated with feedings, naps, notes, etc.

Guest Services:

- Check in families and print nametags for kids attending.
- Assist new families with registration to enter information into the system.
- Provide guidance as needed for those using the express check-in.
- Lock doors for security by 10:20 AM.
- Visit all classrooms, providing support as needed for bathroom breaks, parent contact, supply runs, etc.

Preschool:

- Warmly welcome kids into the classroom while gathering all needed information from the parents (bags, toys, etc.)
- Have music playing in the background during free play.
- Teach lesson and watch weekly video.
- Present a gift to first time guests.
- Have prayer and snacks.



Elementary:

- Warmly welcome kids into classroom.
- Lead kids in praise and worship.
- Teach lesson.
- Direct games and activities in conjunction with the lesson.
- Take up offering.
- Present gift to first time guests.

Post Service

- Check parent claim tickets against all kids being picked up.
- Clean up rooms/areas used.
- Put all supplies back in storage (computer desk, Pre-school TV, snacks, hallway signage, etc.)
- Ensure rooms and the building are locked up securely.
- Remove all trash and place it in the dumpster behind the Event Center.



CORNERSTONE YOUTH

Cornerstone Youth (CY) is the student ministry at Cornerstone Church. We exist to help middle and high school students to grow in relationships, place God first in their lives, and lead others to do the same.



FACILITIES MANAGEMENT

The facility maintenance department makes sure that the Cornerstone Church property is maintained at a high level of excellence. The facility maintenance team members are responsible for a wide variety of services that help to keep everything on campus running properly.



GRAPHICS

The graphics department plays an important role in the marketing of Cornerstone Church. Utilizing the creative arts and the power of media, the graphics department helps to enable the message of the gospel to be heard.

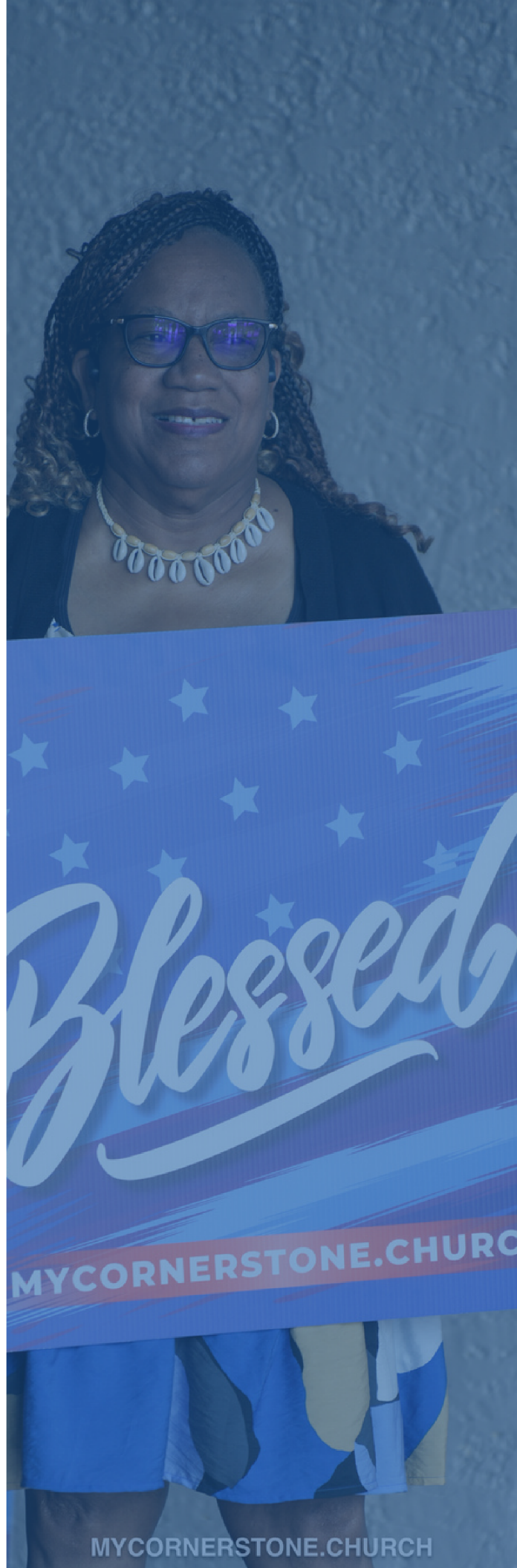
GUEST SERVICES

Guest services provides a warm welcome to all members and future members before each worship service and at various events. Greeters are stationed in the lobby to offer smiles and general assistance.

POLICIES & PROCEDURES

Pre-Service

- Arrival time for all servant leaders is 9:15 AM.
- Be in position at appointed locations.
- Wear badge at all times while serving.
- Place your personal belongings in the guest services' closet. It's the closet closest to the cafe.
- Always be motivated by the love of God.
- Make sure your appearance (clothing, hair, breath, etc.) is neat and clean.
- Greet people with genuine warmth and enthusiasm (good morning, it's great to see you, God bless you, thank you for coming, etc.)
- Use people's names when possible.
- Be complementary, joyous, and friendly.
- Offer your hand first. Give a firm, warm handshake.
- Avoid lengthy conversations that would hinder you from greeting other people and block the doorways. Do not allow your friends, children or anyone to stand with you. Excuse yourself politely if necessary to ensure you are effective in ministering to all.
- Watch your pace. Don't pressure people or make them feel hurried, as they are welcomed.
- Take every opportunity to treat people the way you would treat guests in your home. Be quick to offer assistance, information, and greetings.



In-Service

- Remain in position until your team leader releases you.
- Once released, enter service and sit in designated area.
- Model genuine worship and attentiveness.

Post Service

- Go back to pre-service position five minutes prior to conclusion of service and answer questions, help with sign-ups, and connect with people.
- Help facilitate any pick-up or check out processes.
- Return badge after cleaning it.
- Please greet members again as they exit auditorium and building ("have a great day, have a great week" etc.)
- Return badge after cleaning it.

GUEST SERVICES (SPECIFIC POSITIONS)

Information Center System:

Purpose:

The purpose of the Information Center is to be the hub of processes, services and information during the services.

- Unless otherwise stated on the monthly schedule, the Information Center Personnel is the team leader.
- Turn on the 6 TVs in the atrium.
- Retrieve the iPad from the Guest Services' closet and make sure it's charged.
- Retrieve a two-way radio and earpiece from the technology closet.
- Take money bag to the cafe.
- Retrieve "free beverage cards" for any first-time guests.
- Meet with your team, share any pertinent information, give directions, and individual assignments (runner, greeter, etc.).
- As needed, complete supplies request form. Place the request in the small mail slot beside the technology closet.
- Thank team members for serving and dismiss them about 5 minutes after service starts.
- Stay at your post at least 15 minutes after service starts.
- Prior to leaving your post for the auditorium, secure the iPad and walkie/earpiece. Also make sure any signs or other items are put away for the following week.



Runner System:

Purpose:

The purpose of the runner is to enthusiastically greet guests, escort guests into the building, explain what they can expect during the service and introduce them to church attendees.

- Meet with your team leader to receive instructions and post.
- Retrieve the two-way radio and earpiece from the team leader.
- Stand near the front entrance.
- When a guest arrives on campus, you will be notified over the radio. If necessary, write down the automobile description and guest(s) name(s).
- Meet the guest(s) at or near their car.
- Say, "Hello. My name is _____. I am going to be with you for the next few moments. While you are walking and as you enter the building, talk about the church, the worship, the pastor and what to expect. If the guest(s) has children with them, inform them about CK. Escort them to CK registration/check in area. Escort them back to the Event Center. If the guest(s) has infant(s), inform them about our nursery located in the Event Center atrium.
- Make sure to point out the restrooms, cafe and atrium seating areas.
- Ask the guest if we may obtain some information from them and direct them to the greeter that is collecting first-time visitor information on duty for that day.
- Invite them to meet the pastors immediately after the service.
- Return to your post at the front entrance area.
- Team leader will dismiss you from your post at 10:05 AM.

Greeter:

Purpose:

This system details the process for greeters. The purpose of the greeter is to enthusiastically greet guests, complete first-time guest information on the iPad and answer inquiries.

- Meet with your team leader to receive instructions and post.
- When someone arrives at VIP/First time guest booth, fully complete the guest information on the iPad.





HOUSEKEEPING

Servant leaders in this department are “caretakers” of the house of God. They have the opportunity of supporting the ministry through cleaning services, such as: vacuuming, sweeping, mopping, bathroom care and other small maintenance operations.

POLICIES & PROCEDURES

Pre-Service

- Arrival time is 9:15 AM.
- Turn lights on.
- Check toilet paper, paper towels, and soap. Replace as needed.
- Flush all the toilets and the urinals. Wipe down if needed.
- Shut off any running faucets.
- Wipe down counters if needed.
- Wipe down changing table.
- Clean mirrors if needed.
- Pick up any trash on the floor.
- Remove any overflowing trash. If there are any dirty diapers, please bring the trash outside to dumpster.
- Replace bag.

In-Service

- Repeat pre-service items listed above.
- Leave lights on.

Post Service

- Repeat pre-service items listed.
- Remove any trash. Dispose of it in the dumpster behind the Event Center.
- Replace bag.
- Turn lights off.

completed

needs
attention

HOUSEKEEPING CHECKLIST

(PLEASE INITIAL EACH TASK . IF THERE ARE ISSUES PLEASE LIST UNDER NEEDS ATTENTION.)

DATE: _____ SERVANT LEADER: _____

Pre-Service

Turn lights on.

Check toilet paper, paper towels, and soap. Replace as needed.

Flush all the toilets and the urinals. Wipe down if needed.

Wipe down counters if needed.

Wipe down changing table.

Clean mirrors if needed.

Pick up any trash on the floor.

Remove any overflowing trash. If there are any dirty diapers, bring the trash outside to dumpster.

Replace bag.

In-Service

Repeat pre-service items listed above.

Leave lights on.

Post Service

Repeat pre-service items listed.

Remove any trash. Dispose of it in the dumpster behind the Event Center.

Replace bag.

Turn lights off.



OUTREACH

The outreach ministry is all about fulfilling the Great Commission to go into the world and preach the gospel of Jesus Christ. Outreach ministry focuses on sharing the love of Christ to the lost. They find creative ways to serve and connect with the community and the nations of the world.

PARKING MINISTRY

The parking ministry provides a warm and friendly first impression to church members and future church members as they arrive on the church campus. The parking ministry extends the ministry of hospitality into the church parking lot by answering questions, providing help as needed, and directing traffic before and after church services as well as other special occasions.

POLICIES & PROCEDURES

Pre-Service

Lead Team Member

- Lead team member arrives at 8:30 AM.
- Move golf cart outside.
- Put on a safety vest.
- Lead Team member places out flags and signs by 9am. (see attached map)
- Retrieve 2-3 working, charged radios.
- Take position in the parking lot.
- Once other team members arrive, offer bottled waters to them.

All scheduled team members

- Arrival time is 9:15 AM.
- Put on a safety vest.
- Take position in the parking lot.

The team member on the entrance street and at the front door should have radios, and have checked with guest services that communication is working properly.



- 9:15-10:00 AM- All team members greet and direct vehicular and pedestrian traffic. (Safety first.)
- Greet all members/future members with a smile and encouraging words. Parking attendants have the opportunity to make a warm and friendly first impression.

In-Service

- All team members gather for group prayer at 10:01 AM.
- The team is dismissed, radios are gathered up, turned off and put on chargers.
- All team members hang up the safety vests after each use.
- Lead team member and one other team member will help gather all the flags and signs from the parking lot.
- Parks cart outside.

Post Service

- (Dismissal times will vary) At least two team members will put on a safety vest and will greet and direct vehicular and pedestrian traffic after service, especially the pedestrian crossing at the Education Building.
- One team member will park cart through the doors, back into the Event Center.
- The cart should be turned off, the key pulled out and put in neutral.
- *On special services and rainy/snowy days these procedures may vary to accommodate the different situations.*

Wednesday Evening Service

- Team member arrives at 6:45 PM at The Education Building (unless the service is in the Event Center.) Greets everyone and watches pedestrian crossings until 7PM.





PHOTOGRAPHY

Those serving in the photography ministry have a dedication to photography and a heart of service. The photography ministry focuses on documenting history and capturing special moments in church services, major events, etc.

POLICIES & PROCEDURES

Pre-Service

- All servant leaders arrive at 9:15 AM.
- Wear badge at all times while serving.
- The dress code is all black while serving in the photography ministry.
- Take a wide range of photos. Be mindful of lighting, background, etc.

In-Service

- Be discreet while taking photos during the service.
- Take a wide range of photos. Be mindful of lighting, background, etc.

Post Service

- Take a wide range of photos. Be mindful of lighting, background, etc.
- Turn in all photos taken.

PRAISE & WORSHIP

The praise and worship team has the awesome privilege of leading God's people into dynamic praise and intimate worship. Singers and musicians lead by example and help people along their journey as they walk in the door and enter a place where they encounter God in a meaningful way.

POLICIES & PROCEDURES

Pre-Service

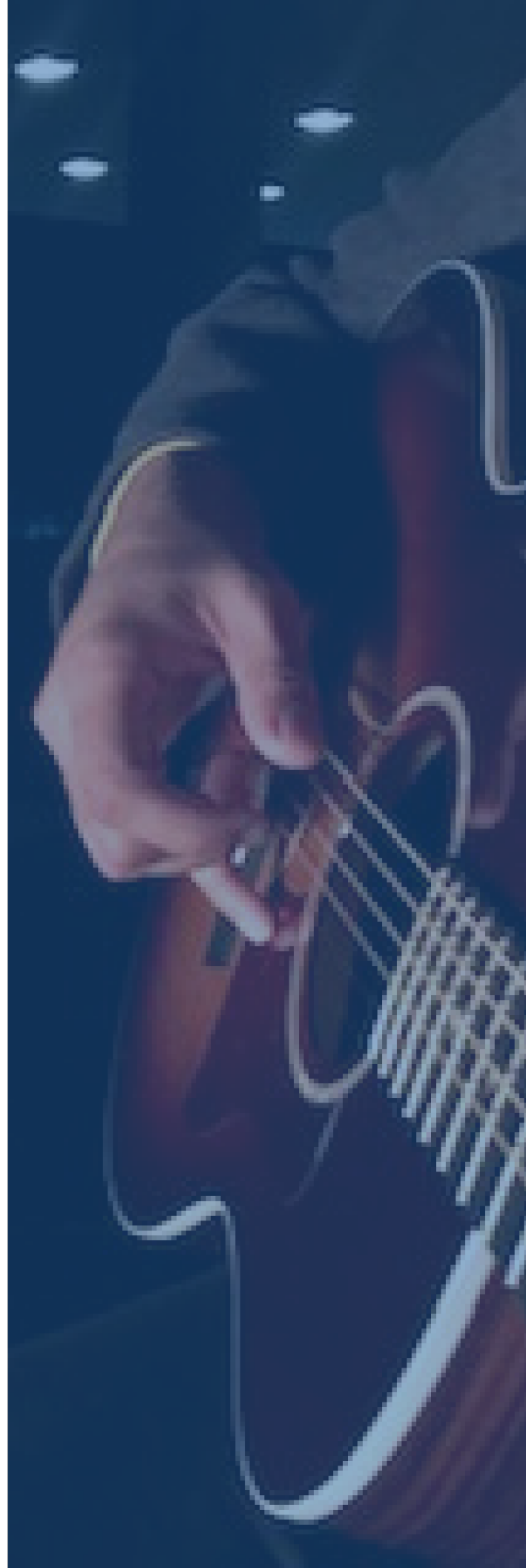
- Be on stage and ready to go at 8:40 AM.
- Singers should have their mics and in-ears.
- Musicians should be at their instruments.
- Soundcheck starts at 8:45 AM (Running through songs, adjusting in-ear mixes, setting levels in house and on livestream.)
- Meet at team huddle at 9:25 AM.
- Go to prayer at 9:30-9:45 AM.
- Meet for team prayer at 9:45 AM.
- Musicians on stage and ready to play for countdown 9:52 AM.
- Singers on stage and musicians playing live music at 9:55 AM.

In-Service

- Worship is from 10:00-10:30 AM.
- Offering song.
- Piano/organ to play between transitions and back up Pastor.
- Song for altar call.

Post Service

- Singer to place mics back in charging station.
- Place in-ears batteries back on charger, and place in-ears and packs inside closet.
- Musicians turn off their instruments if needed.





PRODUCTION (AUDIO/VISUAL)

The production ministry has the awesome responsibility of facilitating both audio and visual equipment for all aspects of Cornerstone Church. This ministry plays an integral role in reaching the globe with the gospel through audio and visual media via the worldwide web.

POLICIES & PROCEDURES

Pre-Service

- Arrival times differ based on where each servant leader is serving:
- 8:30 AM Sound techs
- 8:45 AM Director & Camera video switcher
- 9:00 AM Propresenter
- 9:00 AM Lighting
- 9:15 AM Camera operators, Livestream

- Attend team meeting at 9:15 AM.
- Participate in audio, video, and lighting cue setups.
- Stream test the Internet.
- Participate in lighting and video cues and run-thru's.



In-Service

- All servant leaders are to be at assigned positions.

Camera operators:

- Camera operators film the services and special events.

Camera video switcher:

- The camera video switcher operates the panel that switches from one camera to the next. The camera video switcher works alongside the director, as a team.

Director:

- The director chooses which camera shots to show. The director works alongside the camera video switcher, as a team.

Lighting:

- Controls all lighting during services.

Livestream:

- Runs the livestream for services.

Livestream Commenters:

- Livestream commenters are responsible for commenting and responding on social media during services.

Propresenter:

- Propresenter displays the words of the songs, scriptures for sermons, and any other videos during the services.

Sound techs:

- Sound techs run all sound and volume during services.

Post Service

- Power down.
- Attend post service team meeting.

SECURITY

The Security department creates a safe environment for worship. Security personnel are stationed at various locations of the church property and sanctuary to keep a watchful eye on the safety of the families of Cornerstone Church.

POLICIES & PROCEDURES

Pre-Service

- One designated security person will arrive at 9:00 AM.
- Arrival time for all other team members is 9:15 AM.

In-Service

- Observe/maintain the safety of members and future members.
- Provide security support to the ushers as they collect and lock up tithes and offerings.
- Assist with escorting assignments as they are given.

Post Service

- Maintain crowd control.
- Remain in position until facility is cleared of all church members and future members.





TRANSLATION MINISTRY

The translation ministry is about giving every person the opportunity to experience the gospel of Jesus Christ. The Spanish translation ministry provides simultaneous translation to Spanish-speaking individuals (via headsets) during worship services and special events.



TRANSPORTATION MINISTRY

The Cornerstone bus ministry team members fulfill the Great Commission as they deliver the love of Jesus Christ to communities and homes that need a life-giving link to a thriving church family. It's a people reaching, on the move ministry here at Cornerstone Church. Dedicated bus captains and workers relay God's love and encouragement as they transport people to and from campuses on Sunday mornings for families throughout the region.

USHERS

The ushers' ministry has the privilege of helping the flow of the people and the service, as they help to usher in the presence of God. They are responsible for helping to provide a welcoming and orderly environment during the worship services. Ushers assist with seating, receiving offerings, serving communion, and responding to emergencies.

POLICIES & PROCEDURES

Pre-Service

- Arrival time for all servant leaders is 9:20 AM.
- Please arrive focused and ready to serve. It's important that we all stay focused when we are serving and make sure we are always on our best game.
- Make sure your appearance (clothing, hair, breath, etc.) is neat and clean. Men should wear long pants and no open toed shoes or flip flops. Women should not wear flip flops.
- Attend team meeting to receive all instructions.

Pre-Service Prayer Instructions (9:30 AM)

- Doors need to be closed during this time. Someone is positioned on both sides, both inside and outside, to open and close the doors to make sure the doors do not slam.
- Seat people as they come in for prayer to make sure no one is sitting in the first two rows and at the ends of center rows unless we seat them.
- No casual talk should be going on inside the auditorium during the prayer time, including those of us serving.

Seating People Instructions (9:45 AM)

- Open the outside doors closest to the cafe, and the inside doors on opposite side of the auditorium for the church members/future members entering.



- At 9:45 AM ushers are to encourage people in the atrium to come into the auditorium, because church announcements are being played.
- Ushers serving at the atrium doors have envelopes in hand in case there is a request for one.

In-Service

- Once the service starts, close the inside doors at the sound booth and leave open the outside doors at the cafe.
- Walk in front and lead those you are sitting. Never point a person to where you want them to sit.
- Interact and speak to those you are seating, "good morning, please follow me, etc."
- If you are directing those being seated to another usher, extend your arm to the usher you are sending them to, and show them how many seats are needed. The usher you are sending them to should make eye contact, walk toward them, extend out their arm to motion them in their direction, greet them and lead them to their seat.
- If a single mother is carrying a baby carrier, extend the invitation to carry the baby carrier as you take them to their seat. The first row/center section is for pastoral staff and guests.
- The second row/center section is for senior saints, people we know and have been coming for a long while.
- In the inside center row, there should be no one tall on ends, especially the outside seats closest to the center aisle. We really do not want to miss doing this and then put the late comers up front into the service.
- The front rows across the sanctuary are reserved for pastoral staff and their guests and the security team only.
- The center sections should be filled first from front to back.

Offering

- Receiving the offering takes a total of seven ushers. One usher will be positioned in the center row. Two ushers are positioned on each outside row, and one will serve the center section. The others will serve the outside sections. And one usher will serve on each outside wall.
- The center usher will stand at the front row facing the stage until dismissed to take up the offering. This ensures that their head is not in the camera.
- The outer ushers will go all the way down just in front of the stage, turn and face the congregation.



Altar Call

- The ushers are spotters for those being prayed for.
- Men spot men, and women spot women.
- Men can spot women as well, but need to be careful where they touch them if they are slain in the Spirit. Also, check on coverings for women if they are wearing a dress.

Post Service

- All ushers tidy up their sections, (straighten up the chairs and pick up any trash.)
- Attend post service team meeting.

Special Instructions for the Team Leader

- Arrival for the team leader is 9:00 AM.
- A total of four offering buckets should be put out. Place two buckets, each on the corner, on the camera platform on each side. Also place offering envelopes on the platform.
- Check the chairs. Make sure aisles are straight and in order. Also, make sure tissue boxes are on the floor at end of the aisles.
- The circle up meeting at 9:30am will include greeting each one serving, assignments (area to serve, attendance, take offering back, etc.) and any special announcements and prayer.
- Assign your team strategically, so that you can float to ensure everything is flowing like it should. Lead, train and give direction.
- Team leads take attendance of the services.
- Conduct post service team meeting. Provide feedback on observations of how team did during service. Thank everyone for serving.

