

Area of Ministry	Category w/in Ministry	Description	Decision Rights	Who's Involved	Decision Chart
Guest Services	Cafe	Each campus will make and provide hot and cold beverages for our guests. Coffee: Regular, Decaf, Flavored (campuses will decide on flavor and can collaborate with other guest services leaders). Central support is suggesting Schuil coffee however there is room for campuses to choose their own. Hot water, tea, hot chocolate or lemonade (in season), water (either bottled or in a container). Keep in mind that these beverages are to be provided when possible, however there is room for each campus to make a decision on what is the best fit. Each campus is responsible for ordering and maintaining their own cafe supplies.	2	Director of Guest Services and Campus Pastor	1. Central Decides
Guest Services	Cafe Condiments	Sugar, sugar substitute, regular and flavored creamer (International Delight French Vanilla is a suggestion) stir sticks, napkins, TVC Cafe tags to identify the beverages, cups, lids, and donation box are necessary as part of the cafe Each campus is responsible for ordering and maintaining their own cafe supplies.	4	Director of Guest Services and Campus Pastor	2. Central Decides w/ Campus Input
Guest Services	Name Tags	All Guest Services volunteers will wear the same Guest Services designed name badges. The name badges we use are magnetic and can be found at www.namebadgeproductions.com. The Central Support Office staff will print and assemble. Each campus will be responsible to order name badge holders.	1	Director of Guest Services and Campus Pastor	3. Consensus
Guest Services	Guest Welcome Brochure and Gift	Each campus will offer the same welcome gift and a site-specific welcome brochure to all new guests. Each Guest Services Campus Leader will communicate with the Director of the office when welcome gifts and brochures are needed and they will be supplied. Please give ample time for ordering. Each campus will be responsible for budgeting for these expenses.	2	Director of Guest Services and Director of Communications	4. Campus Decides w/ Central Input
Guest Services	Volunteers	Minimum volunteers for each service: One Lead Usher, an Information Center volunteer, cafe volunteers, ushers, greeters, and hosts (number dependent on campus size). (see Guest Services role descriptions for ALL Guest Services volunteer positions. The type and number of volunteers needed at each campus is dependent on size and need.)	4	Director of Guest Services and Campus Pastor	5. Campus Decides
Guest Services	Information Center	Each campus will have an Information Center, where one or two trained volunteers are stationed. The Information Center will be identified and in the lobby, near the front entrance. At the Information Center there will be: applications to serve, welcome brochure, TVC Mugs, 7 Basic books and other information provided by Central Support. Should you need more of any item please contact the Director of the office. If an Emergency Services Team (EST) is functioning at the campus, the Information Center is the hub for an emergency.	1	Director of Guest Services, Campus Pastor, and Director of Communications	
Guest Services	Lobby Space	The Director of Communications or campus pastor will communicate with the Guest Services Leader if a ministry wants to reserve space in the lobby for an event or ministry. The Guest Services Leader will be responsible for setting up or tearing down the table or any information.	2	Director of Communications and Campus Pastor	
Guest Services	Offering	Each campus will be responsible for receiving and securing the offering. Each campus will use Guest Services offering buckets. The service Lead Usher will make sure that ushers are in place for offering. All ushers will try and walk at the same speed up the aisle and will stand at the front of the auditorium during the prayer. 18 years and older may receive and help count the offering. The money count is done in a secure location, led by the Lead Usher. All ushers involved in the count must be approved by the executive pastor. one person must supervise while the other ushers are counting. The following will be counted: cash (dollars only), the number of checks only (not the amount), and the number of unopened envelopes (This may look different at the Hastings campus). The totals will be verified by two individuals and a count sheet will be filled out. Contact the Central Support Office for count sheets. The money is placed in a secured location during church, as directed by the Guest Services Leader or the Campus Pastor. Proper protocol is determined by the Executive Pastor. At each campus, the Lead Usher will count the number of guests on the campus during each service. All guests who are actively listening to the service are counted. This includes the sound booth, the Family Room, and the lobby.(if the guest is engaged in watching) At some campuses, a TVC Kids count is required, as well. The count total is documented on a count sheet. Contact the Central Support Office for sheets. On this form, the Lead Usher also indicates the number of people who made decisions for Christ and number of connection cards collected at each service.	3	Director of Guest Services, Executive Pastor and Campus Pastor	
Guest Services	Campus Attendance Count	*Does not include the Hastings campus. The Central Support Office will send a list of suitcase contents to the campus Guest Services Leader a few days prior to the upcoming weekend. The suitcase will include, but is not limited to: the transport money box, supplies requested by the campus Guest Services Leader, prayer list, handouts, or any TVC pertinent information. TVC Kids information will be transported in the suitcase, as well. After the last weekend service, the suitcase- which includes the transport money box, completed applications, and information needed to be processed by the Central Support Office, will be secured or transported back to the Hastings campus. The Central Support Office will coordinate the transport to and from the Hastings campus.	2	Director of Guest Services and Campus Pastor	
Guest Services	Transport Box/Suitcase	The Central Support Office will coordinate the transport to and from the Hastings campus.	1	Office Manager	
Guest Services	Office Support	The Central Support Office, which is located at the Hastings campus, supports the office needs of all the campuses. Any office-related questions, printing or project requests, or supplies need to be directed to the Director of Operations.	1	Office Manager	

