The First Touch Team Ministry Handbook
PREFACE

First Touch Team members are an essential part of the ministry at Saint Paul Church. They are the “first contacts” for people who come to worship on Sundays and other special events. The number one question guests want answered is: “Is this a friendly and welcoming congregation?” They start forming their answer based in large part on how welcoming and helpful the First Touch Team members are. First Touch Team members are like the fruit of the Spirit. The Bible tells us: “But the fruit of the Spirit is love, joy, patience, kindness, goodness, faithfulness, gentleness, self-control; against such things there is no law” (Galatians 5:22-23).

First Touch Teams members serve guests and church family alike, helping each person to find a place that meets their needs, offering a program, a friendly handshake, and a warm welcome, but most importantly, guarding the presence of God by keeping order and exemplifying the fruit of the Spirit to everyone that enters the premises of Saint Paul Church.

Your dedication and excellent service is vital to the smooth flow of our worship services, and we appreciate your commitment to this ministry. Please see this ministry as one of welcoming people into God’s house of worship.

“Jesus, knowing their thoughts, took a child and had him stand beside him. Then he said to them, ‘Whoever welcomes this little child in my name welcomes me; and whoever welcomes me welcomes the one who sent me. For he who is least among you all – he is the greatest” (Luke 9:47-48).

At Saint Paul Church, we value the contributions of the men and women who serve on the First Touch Team. This handbook has been created to provide guidance toward the goal of an excellent experience for all that attend Saint Paul Church. Personally, I greatly appreciate you welcoming every person as if he or she was the Lord Jesus Himself. In such, together, we can glorify God every Sunday!

Thank you!

Pastor Denning
INTRODUCTION

Welcome to The First Touch Team Ministry. You are becoming involved in one of the most important and challenging ministries of a growing church. At Saint Paul Church you will be assisting the lead pastor in accomplishing the goals for the congregation, and you will function in a crucial public relations role. You are a reflection of the ministries and leaders of this church and a representative of our Lord. Therefore, the importance of your ministry as a First Touch Team Member cannot be overestimated.

FIRST TOUCH TEAM MISSION STATEMENT

The objective of The First Touch Team Ministry is to greet every person with a smile, provide any information needed by our guests, to assist people in navigating the facilities, and to minster to them.

PRAYER

Heavenly Father, we thank you those who have been called to the ministry of welcoming and directing people into the worship services of Saint Paul Church. May each parking lot attendant, greeter, usher, escorter, receptionists, and guardian enter into this time of service with sincere devotion and great joy and a clear appreciation of the importance of the task. In the name of Jesus, Amen.

FIRST TOUCH TEAM MOTTO

"Meet-em, greet-em, and lead-em with a smile."
# TABLE OF CONTENTS

Preface ................................................................................................................................. 2
Introduction............................................................................................................................. 3

SECTION ONE:

Scriptural Foundation for First Touch Team Ministry....................................................... 6

SECTION TWO:

The Role of First Touch Team Members............................................................................ 8
  Parking Lot Attendants ........................................................................................................ 9
  Greeters ............................................................................................................................... 11
  Ushers ................................................................................................................................. 13
  Escorters .............................................................................................................................. 22
  Receptionists ...................................................................................................................... 24
  Guardians ............................................................................................................................. 26

SECTION THREE:

Qualifications of First Touch Team Members.................................................................... 30

SECTION FOUR:

Some First Touch Team Basics........................................................................................... 36

SECTION FIVE:

Additional Information .......................................................................................................... 38

SECTION SIX:

First Touch Team Captains ................................................................................................ 40
SECTION SEVEN:

The Vision of Saint Paul Church .................................................................................. 41
SECTION 1

SCRIPTURAL FOUNDATIONS FOR
THE FIRST TOUCH TEAM MINISTRY

The First Touch Team Ministry falls under a category in Scripture called "helps". This is one of the motivational gifts spoken of in I Corinthians 12:28 - "And God hath set some in the church, first apostles, prophets, teachers, miracles, then gifts of healing, helps, governments, diversities of tongues." The word "helps" comes from the Greek word antilepsis, which means "a laying hold of, an exchange...to lay hold of, so as to support." Its literal meaning then is "one who gives assistance." It means to “lighten the load.” It is therefore a ministry of servanthood and requires a "servant's heart" in order to be performed properly.

Three things you should remember:

1. Your ministry is ordained and anointed by God. He has set you in this church and is the One Who has given you the heart to fulfill a special purpose.

2. Your ministry is just as important as any other ministry. It must, therefore, be taken very seriously and approached very prayerfully.

3. Just as other ministries, named in the above verse, require supernatural anointing, so you should pray for and expect the anointing upon your ministry.
Consider the Biblical account in Acts regarding the need for men to wait on tables (another "helps" ministry):

"Wherefore, brethren, look ye out among you seven men of honest report, full of the Holy Ghost and wisdom, whom we may appoint over this business..... And the saying pleased the whole multitude: and they chose Stephen, a man full of faith and of the Holy Ghost" (Acts 6:3-5).

If men who waited on tables were chosen on the basis of being men with good reputation among the brethren, Spirit-filled, full of wisdom, and full of faith, then certainly these should be characteristics found in, and continually cultivated in the lives of The First Touch Team Members.
SECTION 2

THE ROLES OF THE FIRST TOUCH MEMBERS

Don Stevenson, President of Global Hospitality, says, "The most important people in the hotel business are the ones out in front meeting the customers." So his suggestion to struggling hotel businesses is to do most of their training with these "out front" people. In any organization, it is true that those who are the first to meet and greet people are vital to the organization's success. The church is no exception.

In the church, the key people filling this description are the Parking Attendants, Greeters, Ushers, Receptionists, Escorters, and Guardians. Usually, before people ever see the pastor or hear the praise team, they have already formed an impression of the church by what they have seen and experienced meeting these "out front" people.

REMEMBER: You never get a second chance to make a first touch!

The contact of a First Touch Team member should produce, in each person met, the effect of being special to God and to His people. So a First Touch Team member must see themselves as representatives of God and servants of people. A First Touch Team member may be used by God as the most important personal contact made with an individual at a particular point in a person's relationship with the Lord and our local church.
PARKING LOT ATTENDANTS

1. A parking lot attendant should always be visible to folks at the moment they pull into the church entrance. Take into account the story of the “Prodigal Son” in Luke 15. There should be a parking lot attendant stationed at or very near the entrance of the church welcoming folks with a smile and a wave. This person is key as they are the very first person people will see. Be joyous to see everyone! Some like to put on “Mickey Mouse” hands and wave with excitement. This takes a special person and is key to a positive first impression. This person lets folks know we care enough to meet you as you arrive and we will do all we can to make your experience great at Saint Paul Church! This person can signal to the next attendant if this vehicle looks like a first time guest.

2. The second parking lot attendant should be stationed near the first time visitor/guest parking entrance (on the sanctuary side) as to stop the vehicle and verbally greet the first time visitor/guest and direct them to the designated parking. This person should wave recognizable vehicles to the next attendant and signal.

3. There should be at least two attendants no more than three at one time under the carport area to assist folks with valet parking (handicapped, seniors, pastor, special guest, etc.). Be sure to get the keys to the right person as soon as possible. Be careful not to stand together and talk. This can be interpreted as talking is more important than welcoming the guest and members. Always smile and wave as vehicles pass under the carport. It is important to recognize everyone as they drive by and as they walk by heading toward the building entrance.

4. There should be a parking lot attendant to assist vehicles in finding a parking space. Always smile and have something positive to say when speaking with the people unloading and heading toward the building entrances.

5. It is important that safety vests are worn by all parking lot attendants. It creates a sense of dedication to this particular area of ministry and it lets folks know I am here to help you find parking space.
6. Please be courteous but ask folks to park in areas that will be best suited for everyone. Always have safety vest on and keep vehicles entering and exiting as a main safety concern. We do not want any accidents.

7. Parking lot attendants should be available at the conclusion of the service to assist folks getting to their vehicles and exiting the premises in a safe and orderly fashion.
GREENERS

1. Always greet everyone with a smile, welcoming everyone to the church, and presenting everyone with a bulletin and/or any other printed information for that service. Do not allow yourself to become impatient with anyone. Please identify first time guest and provide them with a guest packet.

2. There should be a minimum of one greeter at every entrance. Always open the door for everyone. Nobody should have to open a door to enter the Lord’s house. Place before everyone “a door that no one can shut.” Ideally, there should be two greeters on the outside of the main door and two on the inside. Greeters are stationed at the entrance to the church and the entrance to the sanctuary before services. Greeters should arrive at their stations at least 15 minutes before the worship service.

3. Be sure you are knowledgeable about such things as how a person can receive a CD/DVD, where a person can receive brochures, what time the service starts, Sunday School classes, Children's Church, upcoming ministries or events that involve the church, etc.

4. Focus on others rather than conversations with other greeters, team members or friends. Keep yourself reminded of why you are there.
5. Use the person's name repeatedly as you talk with them. People like to hear their names.

6. After the service begins at least one greeter should remain at the entrance to greet late comers. Once the worship service begins there should be a reverence in the atmosphere. Absolutely, there should be no idle conversations taking place in the foyer during the worship service. Politely, ask people: “The worship service has begun can I assist you in joining the congregation in worship?” First Touch Team members should set the example when it comes to the atmosphere of reverence in the foyer during worship times.

REMEMBER: The number one key to greeting people is to

SMILE    SMILE    SMILE!
**USHERS**

1. **Assist the pastor**
   You must always be alert to assist the pastor or other members of the pastoral leadership team (staff) in any way needed during the service. For example, you might be needed to hand out special items during the service; or you could be asked to provide special assistance to a guest speaker. Make sure the platform is ready for ministry throughout the service (i.e., pulpit being moved just before preaching). The head usher or an appointed usher should always be attentive the pastor and/or anyone ministering on the platform should a need arise an usher will be needed (i.e, relaying information to the sound room, getting water, alerting a guardian of a potential threat).

2. **Meet and greet people**
   The usher is the church's, and more importantly, God's public relations person. You represent God and the church to every person (not just our guests). Because the pastor might not be able to personally greet all people in a service, it is the usher's responsibility to be sure all are greeted and made to feel welcome. An usher should greet visitors and members with the same warmth as the pastor would himself. If there are not enough greeters for any given service the ushers should also serve as greeters.

Guests entering the church facility might feel uneasy. As an usher you can ease the guest's transition from uneasy curiosity to security and comfort. You can make the critical difference in someone's decision to return. And, ultimately, this could mean their salvation.
3. Crying and Unruly Children
Tactfully handle crying and unruly children. Ask the parents if they would like you to escort them to the nursery. If unruly children are not seated with parents, ask them to go with you and seat them on a pew on the back row.

NOTE: No use of or any form of physical force should ever be used to correct children. (See Safe Sanctuaries Policy)

4. Departing the Service
When someone exits the service, you should be waiting at the door to greet them as they depart. As our services do not end at a particular time it is extremely important that the ushers greet folks as they leave and thank everyone for being present for worship. This is very important!

5. Restroom Breaks
Children who exit to restrooms should not be allowed to wander about in the halls. If possible, an escorter should accompany them. If at a critical point in the service, both children and adults should be requested to wait with the usher a few moments until a more appropriate time to re-enter.

(Note: As our Greeters leave their positions and go into the sanctuary for the service. They will give remaining bulletins to the ushers to give to late-comers).
6. **Seating the people**

Seating people may be necessary as the sanctuary begins filling up. It is best to fill vacant spots from the front to back so that, when service has started, there will be less disturbance. However, some people prefer to sit in a certain section and should be allowed to do so if that is what makes them comfortable (before the service has started). Once the service begins, you should seat people toward the back whenever possible. While most regular attenders will prefer to find their own seat prior to the service, ushers should be on the look-out for guests and offer to assist them in seating. If there are vacancies in several areas, it is appropriate to ask if they have a preference as to an area in which they are seated.

**NOTE:** Always seat the pastoral family and any special speakers/guests. Whenever a member of the pastoral family exits please escort them to their destination and back into the sanctuary. This is part of “lightening the load” and provides a sense of safety for the pastor for his family.

5. **Receiving offerings**

The usher's attitude is important here. If people are to give cheerfully, as the Bible calls us to, then the usher should receive the offering cheerfully. Wear a SMILE when you receive the offering. Don't wear a look on your face that resembles pall bearers. Remember: Eighty-five percent of communication is done through body expression.
As a leader in the church, you must learn to leave your personal burdens at the feet of Jesus and allow His love radiate from your face.

**REMEMBER:** Like the Royal Rangers, an usher's motto should be, "Be Ready!"

Your preparedness can affect the outcome of an offering. If your unpreparedness forces a delay and causes the pastor to have to ad-lib to fill in time, you are giving Satan an opportunity to remind the people of other ways they could spend their money. Be sure you know where the offering bags are at all times.

**NOTE:** Those who speak from the pulpit should always remember the following:

a. We receive offerings never take up offerings.

b. Always ask people to sit before you begin. Older folks may be extremely tired from standing and will appreciate hearing “you may be seated.” Also, folks are able to get to their offerings easier being seated.

c. Always thank people for giving and never speak boldly (i.e., “this is what we are supposed to do”). Remember, some may not be able to give and we do not want anyone to feel bad if they are not in a position to give. Some give online, some mail in, some give monthly, some give directly to the church office during the week.

6. **Counting attendance**

The ushers may be asked to help in making an attendance count. Make sure the attendance is recorded properly.
7. **Counting the offering**

An usher may be requested to assist in counting and securing the offerings. An approved counter must be present. Approved counters are any member of the administrative church council, the assistant pastor, or director of operations (no exceptions). A minimum of two persons should count the money in a secure place. Always inform a guardian on duty of where you are and what you are doing. The guardians are present to assist you and make sure you are out of harms way.

8. **After-service check**

The ushers shall be responsible for remaining after any service, when extra seating is brought in, to see to it that all chairs are returned to their proper place and "tidy" up.

**NOTE: Always make sure the pews are supplied with tithing envelopes!**

**SOME USHERING BASICS**

**BE IN THE KNOW**

Upon arriving for duty, carefully read through the Sunday bulletin so that you can answer questions anyone might ask about the coming activities. Also, regularly review the map of our facilities included in this manual so as to know the location of classrooms, restrooms, telephones, etc.
CHILDREN

Learn how to make parents aware of the nursery, children's church, or other children's activities available during services. Try to meet incoming before they enter the sanctuary, if possible. Encourage parents to take their small children to the nursery (Example: We have a great nursery and some wonderful nursery workers, if you would like me to have someone escort you there). If parents insist on keeping the child with them, seat them in the back of the sanctuary with an explanation that you are seating them there so it will be easy for them to get out if the baby starts crying.

CONVERSATION

While ushers should be kind and friendly to all people, an usher should not get into extended conversations with anyone. This will result in other people feeling ignored.

HALLWAYS

An usher may be assigned to monitor the hallways and parking lots during the entire service. You should realize that you are on duty and not get in extended conversations with people or other ushers during your assignment. If children are found roaming the halls or playing in the restrooms, you should escort them back into the children's church or to their parents (no physical touch unless it is a toddler and then only guide them).
SPECIAL SITUATIONS

If you spot someone in the service acting very distraught or irrational, contact a guardian on duty and decide the best way to handle the situation. If at a time other than during the pastor's sermon, the head usher should contact the pastor if he feels that the situation could cause a lot of commotion. The pastor can then assist (Example: He may have everyone stand for prayer or greet one another, while the distraught person is being escorted out by the ushers).

THE ELDERLY

Offer your arm to assist elderly people to their seat. If they decline, walk slowly with them to the accessible seat you have chosen for them. Do not allow yourself to show impatience or disrespect.

THE HANDICAPPED

Be very sensitive to the needs of the handicapped. Ask them if you can help them find a seat (we have special places for wheelchairs). Never give a handicapped person the impression that they are an inconvenience. During an altar call or prayer line, if they indicate a need for prayer, ask if you can assist them in getting to the front.

PRACTICAL SEATING TIPS

1. You will be assigned an area of duty. Handle only that area. If your area has no vacant spaces, take the person(s) to the usher of another area.
2. When seating people before service, ask them for their seating preference. After service begins, if possible seat them in the area of their preference but if the seating area is full seat them where it causes the least disturbance.

3. If possible, reserve the back seats for people who exit and return, late-comers, and parents with small children.

4. It is important to seat the people as if you were seating the Lord Himself in the sanctuary. Every person that attends deserves special treatment. Don't outrun the people you are seating - walk only a couple of steps ahead, remaining aware of their speed behind you.

5. When you arrive at the pew with the vacant seat, simply turn and face the people you are escorting and place your hand on the pew in front of the seat you have selected.

6. Watch for vacant seats as you walk back down the aisles (this will help minimize distractions that are caused when an usher walks down the aisles looking for empty seats).

7. Don't get irritated and reprimand people who slip by you. Keep a positive attitude.

8. Your responsibility doesn't end after seating people. Be alert for any problems or needs that may occur.
9. Don't seat people during prayer time or if the gifts of the Spirit are in operation. It tends to appear irreverent.

10. Don't get so involved in the service that you forget about your responsibilities as an usher.

CONFIDENTIALITY

Information concerning church members, the church office, or people's contributions are private matters and should never be discussed.
ESCORTERS

1. Escorters shall be available at the request of staff members, Parking Attendants, Receptionists, Greeters or Ushers to accompany guests to a desired location within our facilities.

2. As you escort people to desired locations, be careful not to run ahead of them but stay with them and talk with them so as to make them more comfortable.

3. Once you have escorted them to the desired location (example: Children's Church), they may need you to escort them back to the sanctuary. Always make yourself available but do not invade their personal space or appear pushy.

4. It is very important to have a pleasant disposition when escorting people. Remember to smile a lot and call them by name often.

5. An escorter should introduce those whom they are escorting to the Children's Church leaders, Nursery workers, etc.

6. You must know the church facilities thoroughly. There should be no hesitation when asked to escort someone.

7. As you are escorting, use reassuring statements such as: "We have a super
children's ministry." Always use the opportunity you have to share about the Lord and what he is doing among His church.

8. Once you have escorted parents back to the sanctuary, introduce them to an Usher who will seat them.

9. Escorters, when requested, should give first-time guests a tour of the facilities.
RECEPTIONISTS

1. Home Base
The receptionist’s area is the “home base” and the place where information concerning all ministries are available. The home base should not be a hang out but rather a resource center for members and guests. Please arrive 20-25 minutes prior to the service as you will be the “go to” person for information. During the service sit near the back of the sanctuary so you can return to the receptionist’s area just as soon as the music ministry team approaches the platform or stands behind their instruments. This is vital as folks will leave the sanctuary at various times. Always greet folks and thank them for being present.

2. Direction
A facilities map should be available to show people how to get to their destination. Also, escorters should be called upon to assist and minister to the people as they travel to their destination.

3. Sign-Up List
The receptionist should be available to help people sign-up for various events, activities, etc. for any given ministry. Make sure you know about the event as to answer any questions that might arise.
4. **Preparation**

Walk through the church to make sure it is free from any hazards and any noticeable trash. Wear a name tag. Ensure that plenty of supplies are available (i.e. visitors/guests packets, bulletins, offering bags, Kleenex, breath mints, etc.).
The Guardian ministry is designed to provide physical and emotional security to Saint Paul Church members and guests/visitors when attending worship services and other functions at the church. The Guardian ministry of Saint Paul Church provides a safe atmosphere and operates according to guidelines produced by professional law enforcement personnel that have partnered with Saint Paul Church to better serve our city and surrounding areas.

The primary purpose of the Guardian ministry is to maintain a peaceful, safe environment which is conducive to teaching, learning, working, living, and sharing in the work of our Lord and Savior. The ministry will work through its dedicated members to actively solicit and encourage the cooperation of the church family to decrease the vulnerability for crime and to facilitate maximum member participation in crime prevention by following basic rules and guidelines.

The Guardian Ministry Goals are:
• Provide a safe place to worship
• Remove fear from the minds of the members and visitors who attend
• Provide physical security of the building and its contents
• Work with local law enforcement agencies to prevent crime
• Protect financial assets of the church
• Provide protection and security for the pastoral staff and their families
• Enforce the church’s Safe Sanctuaries policy
  (Background checks on all youth workers)
The following are basic responsibilities of someone serving as a guardian:

1. **Discernment**

   Guardians should always pray before the service for discernment. If you discern that a person entering the service could be a potential problem, keep an eye on them during the service. Sometimes a person who is emotionally disturbed, drunk, or on drugs can cause real disruption. Always sit where you can keep an eye on them even if it requires getting up and sitting in a different location. Also, be aware of mentally handicapped people who might possibly create a distraction. In each case, if there is a disruption, move QUICKLY to address the situation and escort them out of the sanctuary. If they will accept personal ministry, have an altar worker or other mature believer accompany them to the Prayer Chapel or Ministry Preparation Room (the head usher will have a key to this room if locked).

2. **Maintain order**

   I Corinthians 14:40 says, "Let all things be done decently and in order." As a guardian, you are one of the Lord's main safeguards against Satan's devices of confusion and distraction. You should consider yourself a guardian of the people - the one who prevents needless interruptions in the flow of a service. You will be the first line of the defense against the diversions that can hinder the hearing of God's Word and the work of His Spirit.

   I Thessalonians 5:14 gives clear scriptural basis for maintaining order when it says, "You must be ready and alert to control any and all disturbances."
This includes:

a. Not allowing unauthorized movement of a suspicious nature toward the platform. Such people should be escorted out as quickly and quietly as possible. There should be at least one guardian on the platform or nearby looking into the congregation (otherwise the only set of eyes looking at the faces of the congregation is the pastor). This person shall be responsible to look after the pastor and his family in the event of a threat.

b. Going to a person who is not moving with the flow of the service but is doing something that is distracting from what is happening in the service. (Example: If someone stands up and starts talking while the pastor/guest speaker is speaking, they should be escorted out as quietly as possible and offered personal ministry.)

c. The halls should be monitored by guardians throughout the service. Any inappropriate activity should be reported to the guardian captain, lead pastor, or a member of the pastoral leadership team (staff). Parking lots should be monitored and any suspicious activity reported to the police department.

d. On occasion, alcoholics, panhandlers, and various types of street people might wander into the church buildings. If they seem genuinely interested in spiritual help, take them to the Prayer Room and have another usher find a mature soul winner to minister to them. Do not ever leave them alone in any part of the building.
4. **Safe Sanctuaries**

Saint Paul Church has a Safe Sanctuaries Policy. Anyone actively involved in ministry at Saint Paul Church should be knowledgeable of and abide by the policy. The Guardian Committee shall serve as the Safe Sanctuaries Committee and ensure that all preventive measures are taken to safeguard the minors that attend Saint Paul. This includes regularly reviewing the policy and making proposed revisions to the administrative church council and performing background checks on all people working with minors.

5. **Medical Emergencies**

In case of a medical emergency, assign someone to call 911. Station one person outside the building to direct rescue workers. Keep one usher with the sick person at all times, and don't allow a crowd to gather too close to them. Get the message to the head usher, who will get the message to the lead pastor, if appropriate.

6. **Meetings**

All guardians shall meet regularly with the guardian captain for training and further instruction. Due to the seriousness of this ministry a separate training handbook maybe developed to use as a guide for specific protocol (i.e., lockdowns, concealed carry procedures, emergency first aid/CPR, proper dress, etc.).
SECTION 3

QUALIFICATIONS OF FIRST TOUCH TEAM MEMBERS

1. **FAITHFULNESS**
   Any person desiring to serve as a First Touch Team Member must be faithful in attendance. Dependability is essential to this position, and a person who does not attend regularly cannot be depended upon. Please honor the day and time you are scheduled.

2. **COMMITMENT TO THE VISION, MISSION, AND STRATEGY OF THE CHURCH**
   Each First Touch Team Member should acquaint himself/herself with the Mission Statement, Vision Statement, Motto, and Strategy of the church. If you do not understand a particular point, feel free to question the lead pastor as to its meaning. If you do not wholeheartedly agree with this direction of our church, you should withdraw yourself from serving. Since ministry is a team effort, we must all be pulling in the same direction. Any member who is critical of the vision and strategy of the church, or who publicly criticizes the leadership will be asked to step down from serving.

3. **A SPIRIT OF SERVANTHOOD**
   No one can be a good First Touch Team Member unless he/she is a willing servant - one who considers it a ministry calling to help others, asking nothing in return. Jesus tells us that truly great people are those who are willing to serve others. And it must be done with JOY!
4. **FRIENDLINESS**
Since First Touch Team Members are first-impression people, it is vital to be warm and cheerful in disposition. Friendliness is one of the most important factors determining whether a person returns to a church.

5. **TACTFULNESS**
Treat every person with respect and avoid showing favoritism. The poorest person deserves the same warm greeting and kind treatment as the wealthiest. Don't be too familiar with those of the opposite sex. Some people are offended by hugs (use only one arm hugs), so you should never be the initiator. Let the person set the boundary he/she is comfortable with. You should only initiate a handshake and word of welcome. Familiarize yourself with and abide by the Safe Sanctuaries Policy.

6. **NEATNESS**
One's appearance can be a reflection of attitudes. If carelessly dressed and groomed, you show an "I-don't-care" attitude. You should always be dressed neatly. A First Touch Team member must always be careful so as not to have offensive breath. Be sure to brush your teeth before service, and use breath mints to be certain of fresh breath. (However, never use chewing gum.) If you are feverish or coughing, ask another First Touch Team member, to fill your duty for that service. If you are speaking from the pulpit make sure you follow the dress example of the pastoral staff as to what is appropriate. Always dress modest and look your best.
7. **SPIRIT OF EXCELLENCE**

The Bible tells us that Daniel was promoted by God because of his excellent spirit. We are told, "Whatever you do in word or deed, do all to the glory of God" (Colossians 3:17). At Saint Paul Church we are committed to a ministry of excellence in every area, requiring continual growth on the part of all.

8. **EMPATHY**

Put yourself in the place of a first-time guest. How do you feel when entering a room full of people you do not know? Here is what most people feel:

A. Insecure  
B. Conspicuous  
C. Alone  
D. Nervous

What do they need at the moment?

A. A friend  
B. A welcome - Someone to "break the ice"  
C. Reassurance - "It's so good meeting you!"
D. Direction - They don't know what to do with their kids

A First Touch Team member can and should provide all of the above.
9. **VIGILANCE**

A First Touch Team member will avoid getting into extended conversations with people. Never sit down while serving as an usher. If you need to sit down please return to the First Touch Ministry room or find a seat in the sanctuary. Never carry on a conversation with other First Team Members which serving as an usher. This can cause others to feel ignored.

**REMEMBER: Always keep your focus!**

10. **CULTIVATION OF SPIRITUAL FRUIT**

   **A. LOVE** - Love is doing something caring and helpful for others, in Jesus' name, regardless of the attitudes or behavior they may show. The Holy Spirit can supernaturally help us love people we do not even like.

   **B. Joy** - Cold, mechanical ministry is misrepresentative of the vision and mission of Saint Paul Church as well as the Lord's call to all believers. A First Touch Team member who radiates joy can create a heartwarming environment for attenders.

   **C. Peace** - Jesus said, "Blessed are the peacemakers...". A First Touch Team member's presence and his willingness to take control in difficult situations can be reassuring to the people, especially those uncomfortable in crowds.
D. **PATIENCE** - There will often be people and situations that try your patience. A First Touch Team member must choose beforehand not to overreact or act in anger in any situation.

E. **KINDNESS** - There is no excuse for a First Touch Team member to be unkind toward others unless in a threatening situation. A spirit of kindness makes a First Touch Team member approachable.

F. **GOODNESS** - A First Touch Team member's primary thought should be for the good and welfare of those he serves.

G. **FAITHFULNESS** - Fulfilling your assigned responsibilities is essential to being a good team member.

H. **GENTLENESS** - A good team member never tries to throw around his or her authority. He or she concentrates on being a servant to the people, even if at the expense of his or her own ego. The following are some examples of bad and good (kind) ways to address situations:

   Bad:  "You can't go in now!"
   Good: "If you don't mind waiting just a moment, I'll be glad to seat you."

   Bad:  "You're late; you'll have to sit in the back."
   Good: "Since the service has started, we'll find you a place near the back."
Bad: You've gotta move; you're in the way!"

Good: Would you folks like to visit over here to the side where people won't interfere with your conversation?"

9. **Tithing**
Any person desiring to serve as a First Touch Team member must be faithful in tithing. There is a principle of blessings that we desire to flow among the services at Saint Paul and people serving who do not tithe might hinder the flow of the Holy Spirit. Also, a person who does not believe in and practice tithing should not be receiving tithes and offerings from others.

10. **Loyalty**
Ushers are under authority, as all other ministers in the church, and must be willing to observe a chain of command. The chain begins with the Pastor, the First Touch Team Coordinator, Head Usher, or in his absence, his appointee. From there authority is designated to the Music Pastor.

11. **Teachability**
An usher must remain teachable because times are constantly changing. The growth of the size of the congregation also requires a willingness to constantly adapt to new people, problems and needs.
SECTION 4

SOME FIRST TOUCH TEAM MEMBER BASICS

BE KNOWLEDGEABLE
Upon arriving for duty, carefully read through the Sunday bulletin so that you can answer questions anyone might ask about coming activities. If you don't know what's going on, people will perceive that it must not be very important. Also, regularly review the map of our facilities included in this manual, so as to know location of any place a person might request to go.

THE HANDICAPPED
Be very sensitive to the needs of the handicapped. Ask if there is any way you can assist them. Never give a handicapped person the impression that they are an inconvenience. If escorting someone in a wheelchair, be sensitive and do not use phrases like, "Look out ahead, wheelchair coming..." This calls attention to their handicap.

ABSENTEEISM
Please honor the day and the time you are scheduled. This is the Lord's work and should be treated as very important. If you are unable to fill your scheduled time, please contact the First Touch Team leader with at least a 24 hour notice, whenever possible.

PREPARE WITH PRAYER
Always spend some time in prayer prior to the service, asking the Holy Spirit to use you in serving God's people.
YOUNG CHILDREN
If you have young children, make arrangements for someone to care for them or put them in the Nursery. They are not allowed to stand or sit by you, nor should they be left unattended.

DRESS
Always be clean and neat. Always keep breath mints to insure fresh breath.
(Please, no chewing gum allowed).
SECTION 5

ADDITIONAL INFORMATION

TEN COMMANDMENTS OF HUMAN RELATIONSHIPS
(From John Maxwell)

1. Speak to people. (There is nothing as nice as a cheerful word of greeting.)

2. Smile at people. (It takes 72 muscles to frown and only 14 to smile.)

3. Call people by name.

4. Be friendly and helpful. (If you would like to have friends, be friendly.)

5. Be cordial. (Speak and act as if everything you do is pleasurable.)

6. Have a genuine interest in people.
   (People like to be noticed and appreciated.)

7. Be generous with praise; be cautious with criticism.

8. Be considerate of others. (Try walking in their shoes.)

9. Be thoughtful of the opinions of others. (Respect their viewpoints.)

10. Be alert to give service. (What counts most in life is what we do for others.)
AN EXCELLENT FIRST TOUCH TEAM MEMBER UNDERSTANDS THE FOLLOWING:

“The Church”
When people walk into a church for the first time the individual that greets them is, to them, the church. The opinions they are forming of the particular individual who is helping them are the opinions they are forming of the church.

“A Servant”
We put ourselves in the position of an attendee. Instead of putting others in their place we put ourselves in their place. How would we feel attending this church for the first time?

“A Watchman”
We watch over the church like a mother hen. We anticipate problems as they come up. We watch for disturbances and quiet them in the quickest most diplomatic way possible.

“Salt”
Silent, inconspicuous, and sometimes completely unnoticed, but is there in a powerful and useful way.

“City on a Hill”
Landmarks to churchgoers who learn to depend upon them.

“Lamp on a Stand”
Brings warmth, illumination, and welcome to all.
SECTION 6

TEAM CAPTAINS

A team captain shall be an experienced person in the area of their ministry and a long-term attendee in good standing in the church. The team captain shall head a specific area of the First Touch Team and shall work directly with the lead pastor and the First Touch Team coordinator.

Team captains solicit, train, and assign people to serve under their supervision in the area of their ministry. They will remove anyone from their post in a kind/diplomatic manner if they do not reflect the positive atmosphere sought to glorify the Lord in this work (i.e., bad attitudes, sitting down or chatting with friends while guests/visitors go unnoticed). Team captains work together to make the First Touch Team ministry achieve its specific and overall goals.

Whereas this handbook provides a general overview of the First Touch ministry the team captains provide specific training materials, opportunities, and schedules concerning their area of ministry.

As the success of reaching our goals are contingent on the dedication and availability of the team captains it is vital that a team captain step-down from his or her position if he or she is not able to perform all the task needed in order for their area of ministry to operate fully during each worship service or gathering. In some instances co-captains share in this role. When this is the case each co-captain should be considered equal as to the responsibilities.

Each team captain should form a committee to help assess their ministry. The ones serving on these committees do not have to be on the team and in some ways this helps give a different helpful perspective.
SECTION 7

THE VISION OF SAINT PAUL CHURCH

“Three in Three”

Threefold Scriptural Basis of the Vision:

“Where there is no vision, the people perish…” (Proverbs 29:18a).

“...Write the vision, and make it plain upon tables, that he may run that readeth it” (Habakkuk 2:2).

“...if two of you shall agree on earth as touching anything that they shall ask, it shall be done for them of my Father which is in heaven” (Matthew 18:19).

Within three years...

1) 300 souls added to the Kingdom of God.
2) 300 people attending Sunday worship.
3) 300,000 dollars raised for debt payoff and sanctuary renovations (above the tithe).

Our Mission Statement:
Saint Paul Church exist to reach, teach, and release people for the Kingdom work of Jesus Christ.

Our Strategy:
We must make sure every member knows that he or she is vital to the vision!
We must make sure every member is equipped for ministry!
We must make sure every member is mobilized for ministry!

Our Core Values:

1) Empowering Leadership 5) Inspiring Worship Service
2) Gift-Based Ministry 6) Holistic Small Groups (ministries)
3) Passionate Spirituality 7) Need Oriented Evangelism
4) Effective Structures 8) Loving Relationships
FIRST TOUCH MINISTRY
COVENANT OF COMMITMENT

(PLEASE PRINT)

LAST NAME: _________________________________ FIRST NAME: ____________________________

CELL NUMBER: (______) _______ - _______________ BIRTHDATE: ___/___/_______

Mo. Day Year

EMAIL ADDRESS: __________________________________

PHYSICAL ADDRESS:
__________________________________________________

(Street & Number) City State Zip

(ONLY IF DIFFERENT FROM ABOVE)

MAILING ADDRESS:
__________________________________________________

(Street & Number) City State Zip

PLEASE ANSWER THE FOLLOWING QUESTIONS:

1) DO YOU HAVE TRANSPORTATION TO CHURCH? □ yes □ no

2) DO YOU HAVE A FACEBOOK ACCOUNT? □ yes □ no
3) DO YOU TEXT MESSAGE ON YOUR CELL PHONE? □ yes □ no

4) WHAT IS YOUR RELATIONSHIP STATUS? □ Minor (under 18) □ Single
□ Engaged □ Married □ Widow/Widower □ Separated □ Divorced

a) IF MARRIED, NAME OF SPOUSE: _______________________________________________________

b) IF MARRIED OR ENGAGED, DOES YOUR SPOUSE OR FUTURE SPOUSE SUPPORT YOUR DECISION TO BE INVOLVED IN THIS MINISTRY? □ yes □ no

c) NAMES AND BIRTH DATES OF CHILDREN: ____________________________________________

____________________________________________________________

____________________________________________________________

43
8) ARE YOU FAITHFUL IN GIVING OF THE TITHES AND OFFERINGS AT SAINT PAUL CHURCH?

☐ yes  ☐ no

IF NO, PLEASE EXPLAIN WHY.

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

9) HAVE YOU READ AND ARE YOU IN AGREEMENT WITH THE DOCTRINE OF THE INTERNATIONAL PENTECOSTAL HOLINESS CHURCH (AVAILABLE TO READ AT www.spphc.com)?

☐ yes  ☐ no

10) AS A MEMBER OF THE FIRST TOUCH TEAM AT SAINT PAUL CHURCH DO YOU AGREE TO ABSTAIN FROM ALL FORMS OF INTOXICATING ALCOHOLIC BEVERAGES, NON-PERScribed DRUGS, TOBACCO, AND/OR ANY OTHER SUBSTANCE THAT COULD DAMAGE YOUR PERSONAL TESTIMONY?

☐ yes  ☐ no

11) AS A MEMBER OF THE FIRST TOUCH MINISTRY TEAM AT SAINT PAUL CHURCH WILL YOU SEEK TO LIVE A HOLY LIFE ACCORDING TO THE TEACHINGS OF THE BIBLE AND NOT ENGAGE IN PREMARITAL, EXTRAMARITAL, OR DEVIANT SEX, INCLUDING HOMOSEXUAL AND LESBIAN RELATIONSHIPS?

☐ yes  ☐ no

12) IF AN ALLIGATION OF CONDUCT UNBECOMING OF A CHRISTIAN (SUCH AS BEHAVIORS STATED ABOVE) IS MADE AGAINST YOU OR IF YOU ARE EXPERIENCING UNRESOLVED MARITAL CONFLICT WILL YOU WILLFULLY REMOVE YOURSELF FROM THE FIRST TOUCH MINISTRY TEAM FOR A SEASON OF CHRISTIAN COUNSELING AND/OR RESTORATION?

☐ yes  ☐ no

13) AS A MEMBER OF THE FIRST TOUCH TEAM AT SAINT PAUL CHURCH WILL YOU SUBMIT TO THE LEADERSHIP OF THE FIRST TOUCH TEAM CAPTAINS, COORDINATOR, LEAD PASTOR, AND/OR ADMINISTRATIVE CHURCH COUNCIL?

☐ yes  ☐ no
14) AS A MEMBER OF THE FIRST TOUCH TEAM AT SAINT PAUL CHURCH WILL YOU REFRAIN FROM MAKING ANY POTENTIALLY NEGATIVE REMARKS, NON-CHRISTLIKE PHOTOS, AND/OR POSTINGS ON ANY SOCIAL MEDIA SITE?

☐ yes  ☐ no

15) FOR PROMOTIONAL PURPOSES OF THE CHURCH AND IT’S VARIOUS MINISTRIES WILL YOU ALLOW ANY PHOTOS AND/OR VIDEOS TAKEN OF YOU WHILE ENGAGED IN MINISTRY OR CHURCH ACTIVITY TO BE POSTED ON THE CHURCH WEBSITE OR SOCIAL MEDIA SITES?

☐ yes  ☐ no

16) PLEASE PROVIDE YOUR SHIRT SIZE: ____________________________________________

______________________________________________

Applicant’s Signature

______________________

Date

Thank you very much for your interest in the First Touch Team ministry at Saint Paul Church! Please be patient while we prayerfully consider you as a member of the music ministry team.

Tim Bland
First Touch Team Coordinator