

first impressions team**guide**

CEDARCREEKCHURCH

Welcome

We are so grateful that you have chosen to serve as a vital part of our DreamTeam. Thank you for partnering with us to create an incredible first-time experience for every guest at our church, ensuring that every guest feels loved and knows that they matter to God and to us.

This handbook is designed to help you find information that is applicable to all First Impressions DreamTeam members.

On Mission

The DreamTeam is a group of incredible people on mission to show every guest they matter by living out their God-given purpose to make an eternal difference.

MISSION STATEMENT:

We exist to introduce people to Jesus and the life-changing adventure with him.

2

Dreaming Together

We are a team of people working and dreaming about the mission God has for us. Every single weekend, the DreamTeam understands that we are in the business of introducing people to Jesus and the life-changing adventure with him. That's what it means to make an eternal difference. It's all about God - what he is doing around and through all of us to reach those who are far from him, and to draw each of us toward loving others the way Christ loved us.

No Matter the Role

We understand that seemingly insignificant acts in the hands of an all-powerful God create eternal moments that change people's lives.

Privileged to Serve

We view the opportunity to serve our guests on the weekend as a “Get To” experience and not a “Have To” experience. We understand that we’re here to accomplish something bigger than ourselves and it’s a privilege to serve on this team. We’re honored and thankful to God for choosing us.

On a Journey and Helping Others

The ultimate role of the DreamTeam is to love others the way Christ loved us, helping them to take a next step in their spiritual journey.

To help someone else **KNOW GOD**

To help someone else **FIND FREEDOM**

To help someone else **DISCOVER PURPOSE**

To help someone else **MAKE A DIFFERENCE**

Becoming a Part of the DreamTeam

Is an honor because we get to serve God in the mission he has for our church and the communities we serve.

To equip every member of the team and ensure the First Impressions Team is the best fit, we require First Impressions members to take these steps before serving:

- 1 Complete GrowthTrack
- 2 Complete application
- 3 Participate in interview

We gather to dream & celebrate:

DreamTeam Launch

At the beginning of each ministry year, we gather for a night filled with vision, inspiration, and worship. As a DreamTeam member, we ask that you join us to prayerfully and humbly trust God to accomplish great things in the upcoming ministry year.

DreamTeam Celebration

Once a year, just before spring, we throw a party for our amazing DreamTeam. It is a night filled with celebration as we honor our team members for the ways they are making a difference by living out their purpose.

Our Values

G

GOD'S HEART

We want every guest to know that they matter to God and they matter to us.

U

UPBEAT

We create a fun and positive environment to make an amazing first impression and for the team to serve.

E

EXCELLENCE

We pay attention to details because it shows our guests we care.

S

SEIZE WOW OPPORTUNITIES

We are always looking for ways to make every guest's experience something they can't wait to share with others.

T

TAKE THE NEXT STEPS

We want every interaction to point guests to their next step on the spiritual journey.

Know God
Find Freedom
Discover Purpose
Make a Difference

First Impressions DreamTeam Overview

OUR VISION

Exemplify CedarCreek's value that every person matters through a variety of roles that help our guests feel welcomed and cared for at our services and events.

OUR TEAMS

Greeters

Our Greeter DreamTeam members use their gifts to encourage, open doors, welcome, and provide weekend service notes for each guest.

Ushers

Our Usher DreamTeam uses their gifts to assist guests with finding a seat and strives to provide our guests with a positive, distraction-free, comfortable atmosphere, allowing them to worship and hear the message.

Brew Crew

The Brew Crew DreamTeam members use their gifts to prepare coffee, soda, and other beverages. Team members also assist in keeping a clean environment for our guests.

Sparkle Crew

The Sparkle DreamTeam members use their gifts to make sure that the facility provides a clean and presentable atmosphere. Everything communicates something, and a clean environment communicates that we care about our guests.

Parking Team

Parking DreamTeam members are the first connections guests have with our church when they arrive. This DreamTeam welcomes guests with a smile and wave as they arrive and depart from the parking lots. This team will also guide guests as they enter and exit the parking lot, ensuring safety and efficiency.

Guest Services

Guest Services DreamTeam members use their gifts to serve guests at the one stop that provides connection first and then information and resources that will help them take a next step in their relationship with Christ.

Lobby Hosts

The Lobby Host Team exemplifies CedarCreek's value that every person matters through engaging with people in the common areas and the auditorium.

Your Serve: It all starts with the huddle.

A huddle for a sports team is the action of a team gathering together, usually in a tight circle, to strategize, motivate, or celebrate. Commonly the leader will try to inspire his fellow team members to achieve success. Similarly, our DreamTeam has

action and wins to accomplish each week. First Impressions DreamTeam members should arrive early to attend their DreamTeam huddle. Being on time and at the huddle helps your Team Lead plan and prepare to serve our guests well.

The huddle will also equip you as a DreamTeam member to be on mission with others in purpose and vision for the weekend services.

Best Practices

To create a welcoming environment, here are some points to remember.

- Attend the DreamTeam huddle. Being on time is one of the ways we serve with excellence.
- Check in each time you serve. This helps us know the health of our teams and care for you as a DreamTeam member.
- Know the location of all kids and students areas, restrooms, and NextSteps areas such as GrowthTrack and Guest Services.
- Be aware of any special events that weekend.

- Your children may come to the DreamTeam huddle until their rooms are ready. We ask that they not “assist” you while you are serving.
- Be in position at least 15 minutes before the service begins.
- Keep hands free so guests know that you are ready to serve.
- Please refrain from texting or using your phone while you are serving.
- Please limit personal conversations with friends and other DreamTeam members until after your serve.

Dress Code

What we wear can sometimes speak louder than what we say. The attire is casual for weekend services, but use discretion. If you think your attire is questionable then simply do not wear it. We also have a lanyard with a name badge for you to wear when you serve so that the team and guests can know who you are.

How You Will be Scheduled

Planning Center is an online system we use to schedule team members and communicate throughout the week. You will be given the opportunity to set up a username and password to login; however, most team members find that receiving and responding to the scheduling request emails, as well as reviewing the updates sent to their email, is most effective.

In addition, we will also have periodic team meetings and gatherings that will be scheduled and communicated through Planning Center as well.

Communication is crucial for building community and carrying out effective ministry, so please let your Team Leader know your availability to serve or when you aren't able to serve for a scheduled time.

Your DreamTeam Leaders

First Impressions Coordinator

Oversee the entire ministry area

- Praying for DreamTeam Coaches daily
- Oversee ministry area – vision, mission, strategy, and execution
- Schedule all teams, or appoint one schedule leader for the team

- Provide stories of DreamTeam wins and celebrations
- Develop the DreamTeam culture of being on mission together as we make a difference

First Impressions Coach

Oversee day-of ministry area – Sat/Sun

- Pray for DreamTeam Team Leaders and co-leaders daily
- Oversee day-of ministry area – vision, mission, team preparation, logistics flow, changeover in teams; ensuring staffing; provide vision at each huddle
- Communicate weekly with Team Leaders
- Care for Team Leaders
- Develop the DreamTeam culture of being on mission together as we make a difference

First Impressions Team Leader

Oversee the service – 5:15, 9, 10:45, 12:30

- Pray for team members daily
- Oversee the service for their ministry area – specific weekend logistics and details
- Work with DreamTeam Coach on equipping team members and identifying areas where training is needed
- Maintain DreamTeam culture of being on mission together as we make a difference

- Identify and work through issues and problems
- Protect DreamTeam culture
- Communicate weekly with team members – each accept or decline is an opportunity to reach out
- Care for team members
- Help every DreamTeam member feel known and needed
- Celebrate team wins and share those wins with their First Impressions Coach

DreamTeam Co-Leader

Assist the service – 5:15, 9, 10:45, 12:30

- Praying for Team Members daily
- Oversee at their service check-in for their ministry area and assist with specific weekend logistics and details
- Work with DreamTeam Team Leader on identifying areas for training and equipping
- Assist with issues and problems
- Help every team member feel known and needed
- Coordinate communication on birthdays, anniversaries, and other special days to remember of team members
- Assist in care and celebration of team wins

Key Environments

CedarCreek Kids

CedarCreek Kids exists to introduce kids to Jesus and the life-changing adventure with him. We do this best when we create a safe and fun environment for babies through 5th graders, where kids and families feel known, cared for, and connected.

CedarCreek Students

No one should do life alone! CedarCreek Students exists to introduce students to Jesus and the life-changing adventure with him. We do this by creating irresistible environments and consistent group experiences that help students take next steps on their spiritual journey.

Middle School | 6th-8th

Saturday - 5:15

Sunday - 10:45

Wednesdays - 7:00-8:30PM

High School | 6th-12th

Wednesdays - 7:00-8:30PM

Guest Services

We serve guests at the one stop that provides connection first and then information and resources that will help them take a next step in their relationship with Christ.

GrowthTrack

A four-week experience where guests can take their first steps toward discovering their God-given purpose and gifts, ultimately leading them toward the ways they can make an eternal difference.