



Team Member Role Description

SECTION HOSTS

WORSHIP CENTER SECTION HOSTS

MINISTRY:
Street to Seat

WORSHIP CENTER SECTION HOSTS

This team member is responsible to guide people in their specific sections or neighborhoods. This person will be comfortable in caring and connecting with guests in their sections. Very friendly and helpful ensuring the safety, care and friendly worship experience.

CHECK-IN TEAM MEMBER

- Provide a warm and friendly welcome environment to those who've come to worship
- Encourage visitors to fill out a visitor card or fill out the form online, tablet, Ipad or CCB
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
- Willing to go out of their way for our guests
- Act as church representative and provide resource to guests need and connect them to our Next Step pathway
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: MAIN WORSHIP CENTER

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



Team Member Role Description

MINISTRY:
Street to Seat

SECTION HOSTS

WORSHIP CENTER SECTION HOSTS

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This team member is responsible to guide people in their specific sections or neighborhoods. This person will be comfortable in caring and connecting with guests in their sections. Very friendly and helpful ensuring the safety, care and friendly worship experience.

**This team member must go through an approval and application process and training*

CHECK-IN TEAM MEMBER

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- Encourage visitors to fill out a visitor card or fill out the form online, tablet, Ipad or CCB
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
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- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience
- (Lead hosts responsible for attendance counting and reporting)

SPIRITUAL GIFTING

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SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: MAIN WORSHIP CENTER



Team Member Role Description

DECISION COUNSELING TEAM DC TEAM

MINISTRY:
Street to Seat

DECISION COUNSELING TEAM

Be on the front lines of witnessing transformation in the lives of those who accept Christ or make a recommitted decision for Christ. A great listener and a passion for new believers to help them take their next steps in faith.

Receiving those who make decisions

**This team member must go through an approval and application process and training*

CHECK-IN TEAM MEMBER

- Friendly welcome environment to those who've made a decision
- Able to listen and pray with those who made decisions
- Has gone through the DC counseling training
- Encourage visitors to fill out a visitor card or fill out the form online, tablet, Ipad or CCB
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
- Willing to go out of their way for our guests
- Act as church representative and provide resource to guests need and connect them to our Next Step pathway

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

MERCY: The divine ability to feel empathy and care for those who are hurting in any way.

SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: MAIN WORSHIP CENTER



Team Member Role Description

ENTRANCE HOSTS/GREETERS

Door hosts/greeters

MINISTRY:
Street to Seat

ENTRANCE HOSTS/GREETERS

This team member loves people and makes them feel at home here at Crossroads. They welcome with a smile (in their personality and eyes), they offer a hospitable personal touch in what they do and say. This person will be comfortable in caring and connecting with guests as they enter our campus outside or our doors upon entrances. Very friendly and helpful ensuring the safety, care and friendly worship experience. Able to connect quickly with guests.

CHECK-IN TEAM MEMBER

- Highly social and caring
- Taking temps at door entrances and offer masks to those who might need them
- Engaging in conversation that is not cliché, offering current service or church information
- Provide a warm and friendly welcome environment to those who've come to worship
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
- Willing to go out of their way for our guests
- Act as church representative and provide resource to guests need and connect them to our Next Step pathway and have them fill out the link (form)
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside positions, door entrances



Team Member Role Description

ENTRANCE SPECIALTY TEAM

MINISTRY:
Street to Seat

ENTRANCE SPECIALTY TEAM

This team member loves people and makes them feel at home here at Crossroads. They welcome with a smile (in their personality and eyes), they offer a hospitable personal touch in what they do and say. This person will be comfortable in caring and connecting with guests and may have to encourage guests to comply with our Covid regulations and offer personal assistance to care for them in their safe steps. Very friendly and helpful ensuring the safety, care and friendly worship experience. Able to connect quickly with guests.

CHECK-IN TEAM MEMBER

- Highly social and caring, comfortable with confrontations and diffuse situations
- Taking temps at door entrances and addressing covid temp encounters
- Engaging in conversation that is not cliché, offering current service or church information
- Provide a warm and friendly welcome environment to those who've come to worship
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
- Willing to go out of their way for our guests
- Act as church representative and provide resource to guests need and connect them to our Next Step pathway and have them fill out the link (form)
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

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HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service

LOCATION: MAIN WORSHIP CENTER LOBBY

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



Team Member Role Description

CONNECTIONS CENTRAL SUPER GREETERS

MINISTRY:
Street to Seat

SUPER GREETERS

Super greeters are often the first people our FTV and guests encounter. This team member must have a lively spirit, providing a warm and welcome personality, offering a welcoming atmosphere to all arrive for the worship service.

***Special training involved**

CHECK-IN TEAM MEMBER

- Highly social and caring
- This is our Crossroads “plaid” position
- Engaging in conversation that is not cliché, offering current service or church information
- Provide a warm and friendly welcome environment to those who’ve come to worship
- Able to answer questions visitors or congregants may have about Crossroads and ministry programs
- Be familiar with Crossroads lay out
- Willing to go out of their way for our guests
- Act as church representative and provide resource to guests need and connect them to our Next Step pathway and have them fill out the link (form) on tablets
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available -we will put you on a schedule (working in teams of 2’s)

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside decentralized locations

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



OUTSIDE SERVICE TEAMS

This team will primarily focus on the outside service experience. From seating guests comfortably and safely and aid our outside service attendees. This team member must have a flexible attitude and providing a warm and welcome personality, offering a welcoming atmosphere to all arrive for the worship service.

CHECK-IN TEAM MEMBER

- Provide the most warm and friendly environment to those who come to worship
- Help guide and direct people to a safe outside seat
- Prepared to answer questions visitors may have about our services and church, directing people to the Next Step pathway
- Informed with different ministries on campus
- Familiar with Crossroads layout so can direct guests appropriately and with a kind demeanor
- On radio to insure clear communication to seat and care for our guests
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience
- Count and report outside attendance

SPIRITUAL GIFTING

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HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside service

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



PARKING AND SHUTTLE TEAMS

This is a fun, excited bunch who treat our guests like you are arriving at Disneyland.... only better. This team is seen upon entrances at all our parking entrances and on shuttle carts. Offering an excellent, warm, friendly, and safe first-time encounter at Crossroads. This team is the first impression of EVERYONE who come on our campus.

CHECK-IN TEAM MEMBER

- Provide the most warm and friendly environment to those who come to worship
- Help guide and direct people to a parking spot or location (kids min, Spanish service etc)
- Excited to connect with people
- Guides and shuttles people to their desired locations and offering great conversations and engagement.
- Informed with different ministries on campus and directs our FTV to our Super Greeters and offering our Next Steps pathway
- Familiar with Crossroads layout so can direct guests appropriately and with a kind demeanor
- On radio to insure clear communication to seat and care for our guests
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience
- Count and report outside attendance

SPIRITUAL GIFTING

SERVICE: The divine strength or ability to do small or great tasks in working for the overall good of the body of Christ.

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SERVING FREQUENCY: Every Sunday or as schedule is available

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside service

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



Team Member Role Description

SAFETY
EMS/Safety teams

MINISTRY:
Street to Seat

EMS/Safety teams

This team is a unit of off duty or retired law enforcement and healthcare providers who serve behind the scenes ensuring your safety on campus and provide basic medical attention to all our guests on campus in the event of an accident or emergency at Crossroads.

**This team member must go through an approval and application process and training*

CHECK-IN TEAM MEMBER

- Provide the most warm and friendly environment to those who come to worship
- Excited to connect with people
- Guides and shuttles people to their desired locations and offering great conversations and engagement.
- Informed with different ministries on campus and directs our FTV to our Super Greeters and offering our Next Steps pathway
- Familiar with Crossroads layout so can direct guests appropriately and with a kind demeanor
- On radio to insure clear communication to the team and staff leadership (DOC)

SPIRITUAL GIFTING

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HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside service

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



Team Member Role Description

Prayer

Prayer Team Member for Main Services

MINISTRY:
Street to Seat

Prayer Team for Main Services

You can join us after services to pray with anyone who is seeking prayer. Also guiding those needing to take their Next Steps as identified.

Prayer Team Member

- Welcome friendly attitude to those who come for prayer
- Collect information for follow up
- Able to answer question about Crossroads and pointing them to our Next Step pathway
- Available to serve after the 9 a.m. and 11 a.m. services outside and inside

SPIRITUAL GIFTING

EXHORTATION: The ability to strengthen, comfort or urge other to action through the written or spoken word and Biblical truth.

MERCY: The divine ability to feel empathy and care for those who are hurting in any way.

HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or as schedule is available

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service

LOCATION: Outside service and Inside the WC

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com



Hosts

Guest seating and WC Care Hosts

Section Hosts

This team prepares our guests for a positive worship experience by welcoming, assisting and directing people to a safe and comfortable seat. Maintaining a distraction-free, and safe environment. Behind the scenes to prepare both the worship center environmental needs and a clean sweep between and after each service.

SECTION HOST

- Provide the most warm and friendly environment to those who come to worship
- Help guide and direct people to a seat
- Prepared to answer questions visitors may have about our services and church, directing people to the Next Step pathway
- Informed with different ministries on campus
- Familiar with Crossroads layout so can direct guests appropriately and with a kind demeanor
- Greeting people as they enter and exit
- Moving and shifting all row bands to prepare before each and after each service for safe and clean seating
- Clean sweep before, in between and after services
- On radio to insure clear communication to seat and care for our guests
- This position is a fun and high energetic role, friendly and always ensuring a safe and friendly experience

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HELPS: The gift of helps is the divine strength or ability to work in a supportive role for the accomplishment of tasks in Christian ministry.

HOSPITALITY: The gift of hospitality is the divine strength or ability to create warm, welcoming environments for others in places such as your home, office, or church.

SERVING FREQUENCY: Every Sunday or schedule to your availability

DAY/TIME: 8:10 am huddle for 9 am service 10:30 huddle for 11 am service
Prepared to stay at minimum 15 minutes after service for CLEAN SWEEP

MINISTRY LEADER: Debbie Burton Debbie@crossroadschurch.com

HOSPITALITY

Hospitality is the friendly reception and treatment of guests or strangers. It is treating people in a warm, friendly, and generous way.

Romans 12:13: “Share with the Lord’s people who are in need. Practice hospitality.”

Hebrews 13:2: “Do not forget to show hospitality to strangers, for by so doing some people have shown hospitality to angels without knowing.”

1 Peter 4:9-10: “Offer hospitality to one another without grumbling. Each of you should use whatever gift you have received to serve others as faithful stewards of God’s grace in its various forms.”

3 John 1:8: “We ought therefore to show hospitality to such people so that we may work together for truth.”

Galatians 6:10: “Therefore, as we have opportunity, let us do good to all people, especially to those who belong to the family of believers.”

- It is so important for the church as a whole, to be welcoming to all visitors who come on to our campus. We need to exercise empathy for the church visitor and put ourselves in their shoes. Perhaps they are nervous, scared, intimidated, or been hurt in the past by the church...
- Hospitality starts in the parking lot and moves from the outside areas of campus, through the patio, inside the lobby and into the Worship Center. And it doesn’t stop there. It should continue through the service and after the service, greeting them as they leave, thanking them for coming and inviting them back and seeing if there are any needs, prayer, or if they wish to serve or join a life group.

1 John 4:19: “We love because He first loved us.”

- We need to have extravagant love for people and a willingness to serve and be a resource to people.
- Hospitality is the mark of a servant leader. Hospitality and serving are the qualifications of church leadership. Hospitality needs to come out of the core of who we are – lovers of Jesus.

We love because He first loved us and we serve because He was the ultimate servant.

- Hospitality needs to be a lifestyle as we look for opportunities to serve and meet the needs of people, and it should become a natural flow from us as we exemplify Jesus.

Let’s have a genuine heart for people. People need to see our loving, caring heart in our eyes.

If we are having a bad day or going through something personal or troubling, let us seek out prayer with someone and lean on the joy of the Lord, so that we will be able, ready, and equipped to serve and have a heart for the people. Remember, people are watching us. Let’s make a difference and shine the love and light of Jesus.

