



## FROM THE STREET, TO SEAT, TO NEXT STEPS

The purpose of this document is to provide overall standards for a person's experience as it pertains to a weekend experience at South Hills. It should serve as a practical resource by providing a template to give feedback to yourself and your teams.

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### GREEN

When you see/hear this term, it means you have complete freedom in this area.

### YELLOW

When you see/hear this term, it means you have cautious freedom. This is normally the area where freedom can be ruined.

### RED

When you see/hear this term, it means there is no freedom in this area. This is something all campuses MUST do. This is to remain unified and aligned as South Hills Church.

### MISSION

"To lead unchurched people into a growing relationship with Jesus Christ."

### VISION

"The perfect place for imperfect people."

This relentless mission to seek and save the lost must inform the lens through which our weekend services operate. It must never water down the gospel or compromise the integrity of the church.

With this mission, we will always keep the unchurched person and/or family in mind as we prepare our ministries.

**Note:** There are other South Hills documents that work alongside the weekend experience document. These documents compliment each other and give further details on specific aspects of ministries that are involved with the weekend experience. They can all be found at the staff website.

- 5 Priorities of a Weekend Experience • South Hills Worship Values
- South Hills Production Values
- South Hills Guest Services Values
- Hosting at South Hills
- How to Record Weekend Attendance • South Hills Kids Ministry
- Next Steps at South Hills



## STREET

Anything that pertains to a person's experience before a church service begins. The only thing we want people stumbling over is Jesus, not a dirty bathroom.

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## WEBSITE

Most people's church experience begins much further back than we typically realize. It often begins with a google or yelp search. Then perusing the church website to get on overall feel and gather information about the church.

Each of your campuses will have their own web page. While there are many elements of uniformity across all campus pages, there can be unique elements to your own page.

- **SERVICE TIMES** - service times are accurately reflected on your page - adults to kids.
- **EVENTS** - events can be listed on your campus page but information must be current.
- **ADDITIONAL MINISTRIES** - if your campus offers unique ministries they can be added.

### Tip:

It may seem strange to us, but people google churches in their local area all the time. What pops up when people find your campus through a search matters. Make sure that your information on things such as yelp, google, or apple maps is accurate. If that search displays pictures, they should be high quality and representative of the DNA of South Hills.

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## PARKING:

Consider that many people showing up to church are families. That means, it could have been a bit of work to get all the kids ready and out the door on time. That's why we want parking at any campus to be obvious, easy, and safe.

- **SIGNAGE** - making a parking experience easy happens by clearly marking where your church is located. Utilize multiple feather flags or banners to make South Hills unmistakable.
- **A-FRAMES** - if your campus has particular flow of parking or multiple lots, use directional A- frame signage to point people where to enter and exit.
- **PARKING TEAMS** - parking teams not only help people park safely, they offer the opportunity for people to be greeted immediately when coming onto your campus.

Signs tell people where we are - street greeters tell people we care.



## FRONT DOOR

This is our time to shine. In this experience we get to disarm potential feelings of nervousness and replace them with a sense of warmth, belonging, and love. The reality is that somebody may forget what a pastor said, but will never forget how the church made them feel.

This section will be a more in-depth as it covers philosophy and practicals. Why does this matter so much? Because Jesus said people will know who He is by the way we love each other. A non-loving atmosphere is felt very quickly for unchurched and Jesus followers alike.

For guests, love is practically experienced by being shown hospitality and care. It is simply that people are very much seen by you, the team, and our church overall.

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## GUEST SERVICE TEAMS

Our best thing - our people.

- **7 CONNECTIONS** - every guest should receive seven connection points before service begins. A "connection" is a moment where a person (or family) has been seen and / or said hello by someone in our church. While seven seems like a lofty number, it is a healthy ideal to constantly strive towards.

**Tip:** while these connections should be intentional, they also come in spontaneous moments. Connection points are not just from ushers and greeters. They can come from parking lot volunteers, kids check-in, to somebody deciding to say hello as they refill the coffee.

- **GREETERS & USHERS** - every campus should minimally have designated greeters and ushers. Greeters operate from anywhere in the parking lot to the entryway. Ushers greet in the entry way of the auditorium and assist in service. The number of these is dependent on the size of campus and gathering.

- **LANYARDS** - make it easy for people to know who you are and that you can help them. Lanyards should always be worn.

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## KIDS CHECK-IN

Kids check-in is not simply about checking in kids. It is a moment of trust.

**IMPORTANT NOTE:** Kids ministry should be available at all ongoing, normal, main church services.

**Why?** Because over 60-70% of the people SH will reach will be families. As soon as Kids Ministry is not offered at your church service, you have already put a massive lid on potential growth. Consider your service times and how it will best meet the needs of attending families.

- **CHECK-IN** - the location and process of kids check-in should be extremely obvious. If check-in is not at an initial visible location, provide adequate signage.

- **APP** - the check-in feature is a great way to get your regular church goers to check in quickly. Show them how to do so in the church center app.



**Tip:** the more volunteers you have in check-in area, the better. Remember, you are not only checking in kids but greeting and welcoming families. Depending on the size of your church service, have multiple check-in volunteers and at least one “runner” that acts as a handoff to get kids to their appropriate classes.

For more information on values, philosophies, and strategy regarding Kids Ministry - please refer to the South Hills Kids Ministry doc.

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## FOOD & DRINK

Food and drink always makes people feel at ease and gives a sense of welcome.

- **COFFEE** - coffee must be offered at all church services. Make sure it tastes good and provide cups, creams, sugar. Preference - avoid Keurig if possible, utilize batch coffee.
- **FOOD** - refreshments need to be provided of some sort for adults and kids. Aim for simplicity, quality, and abundance first over eclectic.
- **PATIO PARTY / ADDITIONAL FOOD** - a great way to foster community. Plan these at strategic times in your church calendar.

**Tip:** Think In-N-Out over McDonald's. First, get the fundamentals right and achieve them at the highest quality. Where your food and drink setup is located matters. Consider the flow of people when they arrive at your campus.

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## Resource & Connect Table

New people love having things in their hand and piddling around information. It can make them feel comfortable and is a great way to communicate a vast amount of information without having to do so from the stage. The resources at your connect table help people get an understanding and feel of South Hills - especially those introvert types.

- **GIVING ENVELOPES & CONNECT CARDS** - every campus should have these. Even if they are handed out or located on the seats, guests should also be able to find them at a resource table.
- **NEXT STEPS INFORMATION** - next step information should always be readily available. However, specific particular information may change depending on the season, and what your campus is pushing. Your next steps should always be clear to anybody who is inquiring.
- **EVENTS** - depending on what your campus is doing, you can have resources that promote events and give information.
- **MINISTRY SPECIFIC** - having a piece of collateral that gives specific information about a particular ministry is a great resource. Especially if the ministry is unique to the to the campus or you get an unusual amount of inquiries about an existing ministry.

Opt for ushers to hand out printed collateral at the door rather than placing it on the seat. **Why?** It provides another opportunity and touch point with a church attendee.



**Tip:** while printed pieces of information are great, getting people to come on board with our digital platforms is even better. Encourage people to download the Church Center app on their phones and walk them through the process.

**Instagram** is another source of great information. If you get into a conversation with somebody at a connect table, take the time to ask them if they follow your campus on instagram.

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## SEAT

Anything that happens from the time a church service begins.

\*Further in depth philosophy, strategy's, and overall why's are explained in additional docs.

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## PRE-SERVICE

Pre-service is typically referred to ten to fifteen minutes before the service start time. During that time we should be attentive to the environment as the person's experience of the "seat" has already begun.

- **ROTATING SLIDES & MUSIC** - rotating slides not only give look and feel, they are a point of communication. Make sure information is accurate and no events have been dated. All slides should have a purpose. Music from a playlist gives life and energy to the room.
- **COUNTDOWN CLOCK** - a preservice countdown gives energy and anticipation. Most practically, it honors people's time and knowing when we expect them to begin to engage with us.
- **VIDEOS** - some campuses utilize the preservice to show videos that will help with setting expectations of the service.
- **LIVE HOSTING** - you can utilize the preservice time to create a space for a host. The host can take the time to take care of announcements or communicate any pertinent information regarding the service etc.

**Tip:** preservice is another great time to have one of the "seven connections." Get in the habit of you and your ushers approaching people to say hello while they are in their seats. Small moments like this make the service personable, disarming, and will go a long way.

**Important:** all services must either start on time or have a countdown begin at the service start time, unless of existential circumstances. Why? Because we must always honor the people by doing what we say.

## SERVICE START

Your service start is your first foot forward. What you say, do, and how you assert yourself on stage sets the tone for what is to come.



## WELCOME / CALL TO WORSHIP (1 MIN)

This is an opportunity to make people aware what worship is before it happens.

### Tips:

- Lead with energy and invitation.
- Be attentive to language to speak to the unchurched.
- Use an underscore to help smooth transitions.
- Stay away from rhetorical questions.
- Utilize scripture if possible.
- Eliminate dead space and make transitions smooth.
- Stay away from calling on members / guest in the seats.

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## WORSHIP (17 MIN)

Honoring God through singing while engaging in spirit and truth.

Opening in worship needs to be a part of every South Hills service. **Why?...**

- God is the reason why we gather. He comes first.
- Worship glorify's God and the Church is called to do that together.
- It unifies the Church as we remind ourselves of God's goodness, love, and truth. • Singing opens up people's hearts and prepares their minds to receive.
- Music has the power to move people's emotions and give hope.

Worship leaders and their teams have the freedom to build their own set lists and moments.

However, South Hills has a high value of intentionality in their leading of worship. That means a worship setlist should be dialogued about, thought through, and conversed with those that are helping to lead the service (lead pastor, speaker, or established worship leader).

Furthermore, there are core "worship values" that are established for any and all worship leaders and their teams.

### Tips:

- Setlist should be dynamic. Typically starting with higher energy.
- Push past "churchy" language. Do the hard work to reach and speak to the unchurched.
- Keep pastoral moments short, concise, and authentic.
- Find "common ground" in order to reach the non-christian.
- Work with your pastor or current preacher to develop a worship "thread."
- You can never go wrong with scripture.
- How you land the plane matters. Be intentional about your closing prayer. Are you praying in a more shepherding / pastoral voice? Or, is it a big declarative voice?



## HOSTING (4 MIN)

An in-depth document has been created regarding hosting at South Hills. Please refer to Hosting at South Hills Doc on the staff website for a full strategy, philosophy, and practicals.

The preference is for a service host to be a live person. The reason being is that it creates another personal touch, warmth and connection. That live person should be identifiable and made available before and after service.

The purpose of a host during this point of service is two-fold. **One**, to put language to what people have already experienced and will continue to experience about South Hills Church (perfect place for imperfect people, a sense of hospitality, warmth, etc.). **Two**, to move people into action and into the life of the church by giving compelling why's and how's.

While certain events change from campus to campus, there are staple pieces a host should always cover every week that does not change. Please refer to the hosting doc for specifics.

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## SENIOR PASTOR SPOTLIGHT - VIDEO (2 - 5MIN)

The SPS serves as an encouraging platform where stories are celebrated across all campuses. It builds unity and reminds our campuses that we are one church in many locations lead by a senior pastor - Moses Camacho.

The SPS video should be played before the message unless told otherwise by leadership.

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## MESSAGE SERIES BUMPER (30 SECONDS)

The message series bumper serves as a creative way to give energy to the speaker. It also provides the speaker with compelling content to begin their message.

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## MESSAGE (35 MINUTES)

Speaking at South Hills is important and should never be taken lightly. This is a key part of the service in which the Holy Spirit can use our preparation and spoken words to bring about life transformation.

Look to the teaching grid for resourcing, scriptures, exegetical work, and examples.

There are a vast amount of resources to prepare you for preaching. Those will not be fully explored in this outline. However, what you see below should provide a platform of feedback for yourself and for you to invite others into giving feedback for your time of preaching.

**TIME** - all messages should be aimed for 35 minutes. This includes your closing prayer and "I said yes moment." Utilize a shot clock, and if you go over, know how many minutes you've gone over. Ask the tech team to set up a shot clock on your confidence monitor. If you decide to put announcements within your message, this does cut away at your time.

**SCRIPTURE** - God's word (scripture) is unpacked and utilized in a clear and compelling way.



**THROUGH YOUR LIFE** - each message should have moments of “through your life.” This is typically a story within your own life, examples, or how you have been finding your way through what is being talked about. Default to being the fool, never the hero.

**I SAID YES** - This is a moment to lead non-Christians into making Jesus their Lord and Savior of their life. It should be presented in each service and then have practical follow ups. The follow ups will be unpacked more in “Next Steps.”

\*Invite feedback in these particular areas of your preaching. Also, ask the general questions of, “What worked? What didn’t work? What could I change or do different?”

### Tips:

- Take off like a rocket and land like a plane.
- People want to know you. Never underestimate “through your life” moments.
- Be the shepherd you are. Pastor people through your preaching.
- Have an extremely clear, “Do.” If you can state this concisely - you will have a very practical application.
- Remember, the mission is to reach the un-churched. Assume they know nothing about the bible and adjust your language accordingly.

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## SERVICE CLOSE

The service close should be just as thought through as all the other elements in the service. If you choose to move other elements around in your service, it may affect your service close and vice versa.

The close of service should leave people feeling uplifted and hopeful.

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## CLOSING WORSHIP (5 MINUTES)

We have already unpacked a lot of the philosophy, why’s, and some practicals of worship.

There is a brief time of worship after the message because of the following.

- A song within the sense of the message will help people remember what God has taught them. It pulls the “thread” through.
- It gives people the opportunity respond to what God has stirred in them.
- Worship is a tool to reach people’s emotions coupled with God’s truth. And we know people always remember how they feel. A time of worship can solidify feelings felt (gratitude etc.).
- We always want to leave people with a sense of hope.

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## DISMISSAL (2 MINUTES)

The dismissal is not just a “see you next week.” It is an intentional moment just like all the other elements of the service.

The person dismissing the service could be your service host or the speaker.





When dismissing the congregation, it should take on two key factors - pastoral and practical. "Thread the needle" coming out of worship. Use that moment to pastor people into their next steps.

## Tips:

- Convey a sense of care, hospitality and gratitude.
- Make the next steps obvious and clear for anyone who said "Yes."
- Hit quick follow ups for elements that were already covered in hosting - giving, events, etc.
- Make yourself and other key people available. "If you have questions on small groups, just come chat with me or anybody by the connect sign as soon as you all are dismissed."

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## ADDITIONAL SERVICE ELEMENTS

Any of these elements can always be added into a service but are not expected from week to week. If you are to add these elements, consider how it will affect your service flow, dynamics, and other pieces of the service.

**BECAUSE OF SOUTH HILLS** - once a month you will be given a "because of SH" video. This video is to be shown at your campus to see what God has been doing and celebrate life change.

**TESTIMONY** - a story of life change. Best done in a video format.

**HONORING MOMENT** - this is a moment where you would acknowledge a person or a group of people. Examples of this would be Mother's Day or Father's Day.

**PRAYER MOMENT** - this is a particular time in which the church is invited into prayer over a particular situation.

**CHILD DEDICATION** - child dedications are a powerful opportunity not only for the families dedicating their child - but for the church as a whole to come around and support the family. Child dedications often attract new people because of the high invitation from families.

**BAPTISM** - the celebration of the mission of our church! Make a big deal out of it and put it front and center.

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## POST SERVICE

Remember that people's "church experience" is very holistic. That means, their experience doesn't simply begin and end with the church service. If our desire is to lovingly move people into the life of the church, the post service experience should be critically thought through and examined.

**Main Goal** - everyone would have a very clear understanding on

- 1) What their next step is.
- 2) How to take that step.

### Note:

The **"I Said Yes"** moment is a big deal.

The most clear and assertive follow up should be with the people who raised their hands in that moment. Be prepared to give them the "I Said Yes" packet which will have resources for a new Christian and clear next steps on how to begin to walk out their faith. Stock those resources.



## Tips:

- Close the deal. During the service there has been a pitch for what people's next step can be. A person's interaction with a staff or volunteer can help "close the deal" for somebody to decide to take a courageous next step.
- Utilize your connect table with collateral and additional information.
- Know ahead of time what is happening and being talked about in service.
- Double check that any backend systems on PCO signups and registrations are accurate.

\*More will about Next Steps will be examined in the below section, "Next Steps."

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## ORDER OF SERVICE SUMMARY

Everything already listed above is the suggested order of service. However certain elements in the order of service can change. Below is the summary.

Here are some notes to consider if you would move certain elements around and how it may affect your service flow and overall impact.

- **Welcome / Call To Worship** (1 min)

- **Worship** (17 min)

Consider that most of your people will not be in their seats at the start of the first song. If you were to do any speaking moments during worship, its best two do it after the first or second song.

- **Hosting** (4 min)

- **Senior Pastor Spotlight - Video** (2 - 5min)

- **Message Series Bumper** (30 seconds)

- **Message** (35 minutes)

- **Closing Worship** (5 minutes)

- **Dismissal** (1 minute)

### Important Notes

Elements and the pacing of those elements can give life to your service or make it drag.

For example - if you choose to do video announcements, show the SPS video, and then a video of life change all back to back, you can easily end up with eight to ten straight minutes of video in your service.

Be mindful of these potential scenarios and utilize creative ways to the keep the pacing active in your service.

**GIVING:** the giving moment takes high importance in a service. Giving can be placed before the message during the time of hosting. However, it cannot feel like an "announcement." When you set up giving make sure it is pastoral and has purpose. The benefit to placing giving before the message is that it frees up the back half of the church service.



When looking to setup your giving moment, utilize what will feel most natural for your service. If you need to place giving in the back half of service because of personalities on stage - totally fine. Just consider how that may impact worship and transitions.

The goal is for each part of the service to have meaning while maintaining a natural, smooth thread.

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## NEXT STEPS

Anything that has to do with integration into the life of the church.

We recognize the Holy Spirit does the transformational work, but we can always provide a clear and obvious next step for those that are ready.

The majority of your new, unchurched, and immature Christians will come through your doors to visit a Sunday service. It is important to recognize that simply showing up at a service is somebody's "step" and a step towards growth.

However, we know that life transformation doesn't happen by sitting in a seat week-in and week-out. It happens when someone becomes proactive in the life of the church and practicing the ways of Jesus.

Understanding where people maybe in regards to their "steps" will help us understand their integration into South Hills church.

The following is an abbreviated breakdown of people's next step and how they affect the life of the church.

Every staff and key volunteer should have a basic understanding of these steps. The weekend services serve as onboarding opportunity to get people to take their next step.

For a more comprehensive understanding of Next Steps for a person's faith journey at South Hills, please see the document Next\_Steps\_South\_Hills Doc on the staff website.

## PRO-ACTIVE

The following are ways where a person's next step requires them to be highly proactive. These are not only markers of somebody growing in their faith journey and engaging with the church, but are some of the most powerful catalysts the Holy Spirit will use for life transformation.

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## GROW

The silver bullet next step.

Whether somebody has a history of church or is unchurched, mature in their faith or immature - everybody will go through Grow.

Your church should offer Grow two to three times a year.



## Tips:

- Because of its high commitment, begin promotion eight weeks out.
  - Continue to ask the silver bullet question to every person, "Have you gone through Grow?"
  - Celebrate people who go through Grow. Make it public.
  - Approach it as "the one thing." For example, "If there's one thing for you to experience here at South Hills - it is not the sermons, great kids ministry, our events etc. - it's what God is going to do in your life when you courageously decide to go through Grow."
  - Collect stories along the way of life transformation and share them with the church.
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## GIVE

Giving should always be presented as a next step. Just like the rest of our next step opportunities at South Hills - it is not presented out of "the church's needs" which leads to a feeling of pressure. But rather, in love, a desire to see a person's life impacted and changed.

Recognize that even unchurched people may choose to give. Our goal would be to move people from tippers, to givers, to giving regularly, to tithing, to generously giving above and beyond.

Giving should always have a compelling why and be done joyfully with thoughtfulness and a pastoral heart.

Give to get is never the message.

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## GROUPS

Many groups meet on an ongoing basis at South Hills. Twice a year, there should be a big push to have people take a step into being a part of a group.

## Tips:

- Strategically plan when you are heavily promoting groups. Big group pushes should happen at the end of a Grow track. If you are in a season of promoting Grow, but somebody has gone through Grow, encourage them to join a group.
  - Keep information readily available on the groups meeting in case somebody inquires.
  - Utilize the Church Center app for group information and sign ups.
  - Capture and show stories of life change from groups.
  - Keeps tabs on group leaders attending service. If someone is interested in joining a group, go out of your way to introduce them to a group leader personally.
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## SERVE

Serving is a powerful way to honor God with your time. Serving should never be a one-way benefit. That means, that the person serving should also benefit as they connect with community, feel a sense of purpose, and grow in humility.

Every campus should highlight, tell stories and honor those that serve. In doing so, serving is put on display and is compelling for those that need to take their next step in serving.



## Tip:

- Just like all other onboarding processes at SH - make signing up to serve easy. If a person indicates that they would like to help out in a ministry or particular area, follow up quickly.
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## BAPTISM

While baptism isn't an ongoing next step for a person's faith journey. It is an extremely important next step. Provide a baptism opportunity monthly.

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## IMPORTANT NOTE:

South Hills is not an official member based church nor does it hold any membership class. People may ask what would mark somebody as being a "member" or how do they become a "member."

We would say that being a member (very old term) is marked by if a person is participating in all three of the following - grow, **giving, serving**, in community (**groups**).

## CLASSES:

Classes serve a helpful purpose at South Hills. They teach and convey information for those that show curiosity and intent.

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## DISCOVER

The purpose of Discover is to give new people the opportunity get to know more about South Hills' story, people, leadership, and vision.

The Discover class should be held at strategic points in the church calendar. Typically, three to four weeks after a major weekend that draws a large amount of new people (Easter, Christmas, Fall launch etc.)

Discover should be offered monthly.

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## EXTENSION CLASSES

Extension classes are classes that are offered off of a key element that people are being exposed to. Here's two examples.

**ENNEAGRAM CLASS** - people will be exposed to personality tests such as the Enneagram when they go through Grow. You may choose to build upon that by offering a deeper dive into the Enneagram during a mid-week class.



**FINANCIAL PEACE UNIVERSITY** - if you find yourself in a sermon series talking about money, you may find it beneficial to offer a practical class such as FPU. This can help people go beyond Sunday, and practically be given the tools they need for life change.

## EVENTS

Events are opportunities to reach out to the community at large. For the unchurched, simply showing up is all that is required for an event. However it still is a step and serves a purpose in bridging the gap to the community.

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## MEET THE PASTOR

One of the things that makes South Hills Church special is that our pastors are personable. Each campus should make it known their pastor is eager to get to know the people at the church. Not only does this present the opportunity for the people to know the pastor and other leadership, but also provides the space to know the people as well.

An opportunity to meet the pastor should happen monthly.

### Tip:

Think of fun, creative, and inviting ways to approach this type of event. Doing this type of event over food and inviting families helps to break down walls.

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## COMMUNITY EVENTS

South Hills is a church that is proactive in reaching, supporting, and resourcing their communities. These events are way to get the church pro-active and having their footprint known in the community. This can be a serve opportunity for many people.

For additional resources be sure to check out the South Hills Staff Portal.

Feel free to reach out to the central team if you have any further questions or needs.