



student
ministry



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essentials

the essentials

for Guest Services



student
ministry

 contents**1 Something Huge****3 Staff Information****7 Big Picture**

Why
How
What
Where

13 The Win

The Win
4 Ways of Acceptance

17 The Basics of Guest Services

What Is
Who Is
First Time Guest
3 Guest Service Roles

21 3 B's

Be Prepared
Be There
Be Involved

27 Policies

Safety
Emergencies
General

33 Understanding Students

Physical
Mental
Emotional
Social
Spiritual
Needs from Adults

39 How To

New Student Team
Check-In Team
Host Team
Books & Resources

44 Notes

The biblical story starts with a God who looks into an empty chaos and sees potential. Out of that chaotic potential a good world was created. God is famous for taking things that seem to have nothing to offer, seeing potential in it, and then forming it into something great. This is exactly what Student Ministry is all about. We have been entrusted with the raw potential of hundreds of lives that God longs to do something great in.

It is our desire that students we work with and love will become *fully devoted followers of Jesus*. This journey towards knowing Jesus is not one to be done alone — this is where you come in. As a leader in the Student Ministry, you have committed yourself to something huge. You are joining a team of adults who believe deeply that students have the capacity to love God with all their hearts, souls and minds and to love others like they love themselves.

As you work with these students, joining God in the work He is doing in them, you will be stretched, challenged, inspired and blessed. Investing into the lives of students is a wild ride. But the reward is that you will help shape this raw potential into an incredible future of walking with Jesus.

Thank you for your commitment,

LCBC Student Ministry Staff

HOST team

When To Arrive: 30 minutes prior

When To Leave: Host Team stays in lobby until 5 minutes after gathering starts.

Where To Be: Always near New Student Check In area

What To Wear: Your Guest Services shirt provided by Student Ministry

Primary Role

- Make the environment friendly and fun for all guest.
- Show any new students around and talk to them.
 - Explain to new students what they can expect during the gathering.
 - Show them the space and where things are located.
 - Ask them questions about themselves to engage them. Ask only factual based questions that are open ended.
 - Introduce them to others they may have things in common with.
 - End tour at area where food is provided and get them some food.
- Make sure new students are engaged until Gathering starts. If they know someone else there make sure they find them. If they don't, play a game with them, sit with them, do whatever it takes to make sure they are okay until the gathering starts.

BOOKS & RESOURCES

- Onward – Howard Shultz
- Be Our Guest – The Disney Institute
- The Power of Approachability – Scott Ginsberg

CHECK-IN team

When To Arrive: 30 minutes prior

When To Leave: Check-In leaves 5 minutes into service

Where To Be: Stationed right by the F1 Check-In terminals

What To Wear: Your Guest Services shirt provided by Student Ministry

Primary Role

- Make check-in a fun and relational experience for all students you come into contact with.
- Questions To Ask...
 - When students approach the Check-In terminals ask them non-threatening questions such as, "What did you have for breakfast?" "Eagles or Cowboys?" etc...
 - Let each student that checks in know "I'm glad you are here."
- Help Guide Them Through Check-In Experience
 - Problem-solve any check-in issues a student may have.

The logo features a green circle with a white arrow pointing right, positioned to the left of the word "staff" in a large, black, sans-serif font. Below "staff" is the word "information" in a smaller, black, sans-serif font.



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NEW STUDENT team

When To Arrive: 30 minutes prior to gathering

When To Leave: New Student volunteer leaves 15 minutes into gathering

Where To Be: Out in front of new student table or registration area

What To Wear: Your Guest Services shirt provided by Student Ministry

Primary Role

- Make a great first impression on all new students.
- Get Accurate and Legible Information
 - Keep Talking While They Write
- Hand Off To Host Team
 - When handing off to Host Team use the new students name. "This is..."
 - Restate all the information you can remember about the new student to the Host Team member. "Johnny lives in Penn Manor and loves soccer..."



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how
to

New Student Team • Check-In Team
• Host Team • Books & Resources



Why • How • What • Where

SPIRITUAL understanding

- 5th&6th Grade**
 - discovering personal morals, ethics and values
 - faith becomes personal and applicable in daily life
 - very inquisitive

- 7th&8th Grade**
 - will start questioning abstract aspects of faith
 - beginning to let go of handed down faith
 - wants and needs to know how to live for Jesus TODAY
 - aware of guilt and falling short

- 9th-12th Grade**
 - spiritual truths processed through cluster
 - questioning parental hypocrisy
 - needs to make it their own
 - making their own way spiritually

NEEDS from adults

- emotional safety
- 5th&6th Grade**
 - help controlling their actions, patience
 - encouragement and frequent affirmation
 - clear guidelines and limitations

- 7th&8th Grade**
 - help in developing good, positive friendships
 - space to question and push back
 - rules and boundaries
 - permission to be in process, patience

- 9th-12th Grade**
 - trust, both given and received
 - acceptance for who they are and where they are at
 - gentleness in guiding them
 - someone who listens and understands



EMOTIONAL understanding

- see their feelings as unique to only them
- 5th&6th Grade**
 - over dramatic
 - self-indulgent
 - extremely lovable
- 7th&8th Grade**
 - fluctuate between emotional extremes
 - beginning to feel deeply about things
 - very ego-centric
 - doesn't think how behavior will affect others
- 9th-12th Grade**
 - tend to exhibit stability but are uncertain beneath the surface
 - friends are the emotional backbone to coping
 - new things are filtered through friends and how they view themselves
 - guys tend to shut down emotions or appear flat, girls tend to exhibit emotions, but are reluctant to reveal too much

SOCIAL understanding

- friendships are growing in importance
- introverted when uncomfortable, extroverted when comfortable
- 5th&6th Grade**
 - sensitive of appearing different than others
 - does not want to be considered a child
- 7th&8th Grade**
 - becoming more autonomous
 - more aware of how they are perceived by others
 - awkward socially
 - friends become increasingly important
- 9th-12th Grade**
 - friendship clusters determine world view
 - aware of how they are perceived by others
 - socially exclusive
 - does most things in groups

WHY we do what we do • mission

Student Ministry's mission is to lead students towards becoming *fully devoted followers of Jesus Christ*.

HOW we will move towards our mission • values

Our intention is to see students live out the mission as they *Gather, Connect and Serve*.

Gather

Believers, past and present, have gathered together to worship, learn from scriptures and hear from God. At these large group gatherings, students get a sense that they are part of something bigger than themselves.

Connect

Life is not designed to be lived alone. As students connect into relational environments they experience accountability, ask questions, receive care and develop lasting friendships. Students are involved in LIFE Groups allowing caring adults to invest in their spiritual journey and guide them.

Serve

Faith expresses itself in action. God is putting the world back together again through Jesus and has called students to join Him. Students are regularly involved in serving the community through InsideOut projects.



WHAT our priorities are • foundation

Based on our convictions about scripture and student culture, four elements should be prioritized in every aspect of Student Ministry environments: *God Centered, Relational, Experiential* and *Accepting the Process*.

God Centered

Gatherings, LIFE Groups and serving opportunities are centered on Jesus Christ. Our ministry environments are filled with creativity, teachings, and LIFE Group experiences that center on the one true God revealed in Jesus and made known through the Spirit.

Relational

Ministry environments have responsibilities to help students form God honoring friendships because life change happens within community.

Experiential

Participating in teachings, LIFE Group experiences and serving opportunities engage students' senses, not allowing students to be passive observers.

Accepting the Process

Students are all over the map spiritually and we are thrilled that they have chosen to explore their faith in Jesus with our ministry. Understanding that there are students in our gatherings that have never opened a Bible, or have never considered the role Jesus plays in their lives -- we will not force them to move, but continually give them opportunities to take the next step.

PHYSICAL understanding

- puberty begins
- 5th&6th Grade**
 - need physical activity, love to play
 - growth spurts
 - awkwardness
- 7th&8th Grade**
 - sexuality is developing
 - hormones kicking in
 - weight gain
 - physically awkward
- 9th-12th Grade**
 - sexuality is developing
 - hormones are in full bloom
 - maturing at different rates
 - ego-driven, new abilities equals new arrogance

MENTAL understanding

- sees the world in black and white
- 5th&6th Grade**
 - are not rigid, change their minds quickly
 - dislike the unknown
 - extremely concrete thinking
- 7th&8th Grade**
 - starting to ask a lot of questions
 - jumps to conclusions
 - can start to reflect more deeply
 - able to start thinking in abstract ways
- 9th-12th Grade**
 - self reflection leads to self righteousness
 - number one felt need is acceptance
 - number one drive is independence
 - unrealized need: interdependence

WHERE students end up @ Manheim

As students grow and move through our Manheim Campus environments, they should gain a deeper understanding of what it means to function as a part of the larger church body.



Where we want students: 5th and 6th graders should be in 56 during weekend gatherings.

Desire: Students will make a smooth transition into Student Ministry and feel safe to engage in LIFE Groups.

Why: The foundations of their faith need to be built now.



Where we want students: 7th and 8th graders should be in JCrew during weekend gatherings.

Desire: Students will connect with other middle school friends in LIFE Groups.

Why: Friendships are important to middle schoolers. Forming God centered friendships make all the difference in their journey with Jesus.



Where we want students on weekends: High schoolers should do two things on weekends: serve and worship with the larger church body.

Where we want students mid-week: Wednesday nights at 7pm students are encouraged to be a part of the CircL3 gathering, to connect with other high schoolers.

Desire: Students will begin to feel a sense of connection to the larger church.

Why: Many students drop out of church after high school. The best way to confront this is to give them a chance to be active in the life of the church through participating in the main gathering and serving.

WHERE students end up @ Harrisburg & Lancaster City

As students grow and move through our Harrisburg and Lancaster City Campus environments, they should gain a deeper understanding of what it means to function as a part of the larger church body.

JCREW **Where we want students:** 5th-8th graders should be in JCrew during weekend gatherings.

Desire: Students will connect with other middle school friends in LIFE Groups.

Why: Friendships are important to middle schoolers. Forming God centered friendships make all the difference in their journey with Jesus.

CIRCL3 **Where we want students on weekends:** High schoolers should do two things on weekends: serve and worship with the larger church body.

Where we want students mid-week: Wednesday nights at 7pm students are encouraged to be a part of the Circl3 gathering, to connect with other high schoolers.

Desire: Students will begin to feel a sense of connection to the larger church.

Why: Many students drop out of church after high school. The best way to confront this is to give them a chance to be active in the life of the church through participating in the main gathering and serving.

 understanding students

Physical • Mental • Emotional • Social
Spiritual • Needs from Adults

GENERAL

① Approved Leadership

- All potential leaders must go through an application process.
- Approved leaders must complete a New Leader Orientation.

② Driving

- Do not drink alcohol 12 hours prior to driving.
- A valid PA driver's license and car insurance is required.
- Follow all traffic rules.

③ Parental Consent

- Parental consent is required to spend time one-on-one or to participate in group activities.

④ Discipline

If a student's behavior is disruptive, take the following steps:

- 1• Discuss his/her behavior one-on-one in love and encourage better choices. If behavior persists, follow step 2.
- 2• Discuss his/her behavior with another leader present, preferably your co-leader, in love and encourage better choices. Explain if the behavior persists, disciplinary actions will follow. If behavior still persists, inform the Student Ministry staff.
- 3• Disciplinary actions will be taken at the discretion of the Student Ministry staff in love.



EMERGENCIES

① Inclement Weather

Cancellations are reported via the website (LCBCchurch.com), email, LCBC Manheim church office (653-6266) and/or the radio (WJTL FM90.3). Check before traveling.

② Injuries

- In case of injury, notify LCBC staff as soon as possible.
- First Aid kits are located in the production booth and at Guest Services.
- Call 911 immediately if an injury is life-threatening.

③ Fire

- In case of a fire or fire alarm, all leaders are to take control of their groups and evacuate the building as instructed.

④ Responding to a Threat or an Emergency Situation

- Notify LCBC staff immediately.
- Call 911 and give a detailed description.
- Keep track of your students and keep them calm.
- If possible, quietly evacuate the building and find a safe place.
- If the threat is too close to evacuate, lock the doors and hide all students.
- Make the room appear empty, turn off light and be silent.
- Share just enough information with the group to keep them safe.

SAFETY

③ Student Privacy

- Any personal information about students or parents/ guardians should not be shared with anyone outside Student Ministry team.
- To protect the students' private documents should be shredded or deleted.

④ Attendance

- Students must remain in the designated areas until the event is completed.

THE WIN on a weekend/wednesday night

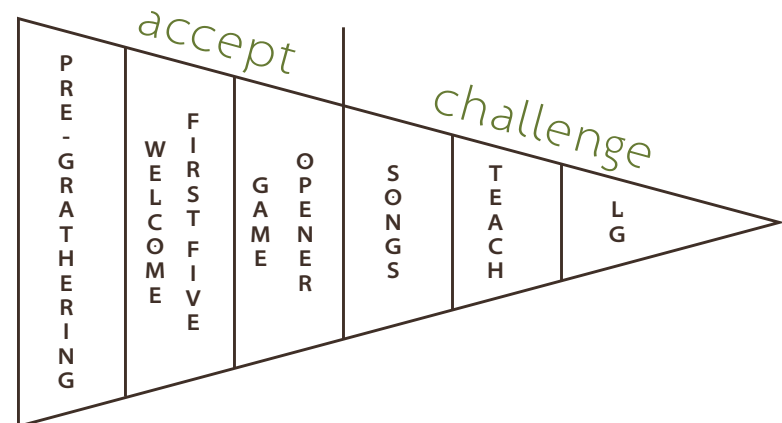
A win in Student Ministry is when students are **accepted** as they are and **challenged** to change.

*"You making her feel accepted might have changed her life."
- 8th grader, after bringing an atheist friend for the first time.*

Our Team That Accomplishes The Win:

- LIFE Groups - LIFE Group Leaders, Coaches
- Production - Media, Sound, Lighting, VPS, Emcee, Band
- Guest Services - New Student, Check-In Team, Host Team

Our Game Plan:



**4 WAYS** of acceptance

We believe that if these 4 things happen to a student they have the best chance of feeling accepted.

**① 10 Second Rule**

Every student should experience a physical touch, a verbal touch and he/she should engage in some type of conversation with someone within the first 10 seconds that he/she arrives.

**② 3 Conversations**

Every student should engage in conversations with at least three different people before he/she leaves.

**③ Don't Tell, Show**

When a student asks you where something is we want to make sure that you don't simply tell a student where something is but you take them to it.

**③ No One Stands Alone**

When we see students by themselves we ought to make a point to engage them relationally.

SAFETY**① One-on-One Interactions****With Opposite Gender Student**

- Leaders are NEVER to be alone with a student of the opposite sex.
- Students of the opposite gender expressing the need to talk should be encouraged to talk to their LIFE Group leader. If you must talk with them, it must be in a *ministry* setting and stay focused, maintaining appropriate physical touch and language at all times.
- When necessary, phone calls, emails, texts, etc. are for informational purposes.
- If a student of the opposite gender is last to leave to an event, ask a leader to stay until they are picked up.

With Same Gender Student

- You must have parental consent to spend time one-on-one. Make an attempt to greet parents and remind them of your plans when picking up or dropping off.
- Always have accountability. Your co-leader or LCBC staff must know the date, time, location and purpose. (ex. call, leave a voicemail or email)
- Meet in public places: restaurants, malls, coffee shops, student's house (with parents at home), school events, etc.
- Never meet in private places such as bedrooms, secluded park areas, parked cars, etc.

② Physical Touch

- Physical touch is important in developing trusting relationships.
- Always err on the side of safety, especially with the opposite gender.
- Stick to "the basics" -- high fives, handshakes, side hugs and fist pounds.
- Physical touch should happen in a public space, never in private.
- Use your judgment to determine a student's motive for your touch if consistently asking for physical touch.



the basics of guest services

What Is • Who Is • First Time Guest
• 3 Guest Service Roles

policies

Safety • Emergencies • General

WHAT IS guest services?

Guest Services is how we welcome, inform, and serve every student that comes through our doors.

WHO IS a guest?

Anyone who walks into our student ministry environments.

FIRST TIME guest...

- don't know what to expect.
- don't know where to go.
- don't know how things work.
- don't want to be embarrassed.

We have a responsibility to always think like an outsider. There are good reasons for students to leave our ministry. Not feeling loved, accepted, or safe isn't one of them.

3 GUEST SERVICE roles**New Students – Your main job is to:**

- Make a great first impression on all new students.
- Get accurate information so that we can follow up with the guest.
- Ensure the new student interacts with a Host Team Volunteer.

Check In - Your main job is to:

- Make check in a fun and relational experience for all students you come into contact with.
- Know the F1 database system so you can assist students if there are check in related problems.

Host Team - Your main job is to:

- Make the environment friendly and fun for all guest.
- Show new students around the ministry environment and let them know what to expect in the gathering.
- Do whatever it takes to help the new student feel accepted and cared for.

BE engaging**Verbally Engaging**

- Ask Factual Questions.
- Always tell them “I’m glad you are here.”

Physically Engaging:

- Give Appropriate Physical Contact. High 5’s, side hugs, etc...

Learn To Read Students

- Know when to talk and when not to.
- Know when to pull back and when to become more assertive.

Find Common Ground

- The clothes students wear, the color eyes they have, the bands they listen to, the schools they attend, the color of fingernail polish, etc... all give clues to their lives.
- Be observant and find ways to start conversations about these things.

BE alert

Always have your eyes open for ways you can assist and help our guest.

Cues You Should Be Looking For:

- Students Looking Around – If a student is looking around a lot they are usually new or they are lost. Go and help them.
- Students Walking Slowly – If a student is walking in slowly, there is an apprehension. Find ways to help alleviate that apprehension.
- Students With A Parent – This is obvious but a parent means a new student most of the time. Help them get to the New Student check in area.



Be Approachable • Be Alert • Be Engaging

BE approachable

You are always saying something even without saying something. So what are you saying?

Your Body Talks

- Avoid crossing your arms.
- Face the person you are talking to.
- Slow down. If you are trying to get to the next thing, people will know you aren't really interested in them.

Your Face Talks

- Always Smile
- Eye Contact

Your Distractions Talk

- Conversations. If you are engaged with another adult or a task you are not approachable.
- It's not your time, it is time for the students.