**Keys to having consistently excellent & inspiring services**

* not talking about perfect services - but excellent
* Grade each point, each week
* 1 – 5 scale – 1 is highest grade – 5 is lowest grade

1. **Culture**

* Front row full Key leaders and employees on the front row
* Know a name, Know story, Invite a step

1. **Facilities**

* visibility
* cleanliness
* décor
* odor
* Signage – in & out

1. **Host Team**

* Best looking / Friendly People
* More than 1 hour of training – need to have some in house training for a few weeks in a row.
* Visible badges
* They are “hosting” the experience
* Must be “in the know” of events at Next Steps
* Must Roll out the red carpet

1. **Music / Worship Team**

* Train them in stage presence
* Have video team start videoing worship experience & get close ups on each person then have team watch the video
* They must be challenged that they are the “worship” leadership
* Must have right song selection
* Must define some “winning” moments in each service – what are they (everyone jumping, raising hands, etc – what are our wins)

1. **Flow Of Service**

* NO dead time – must be on the stage & ready to go before countdown ends/ video’s end…in position ready to go moment lights come on you.
* No ABRUPT or AWKWARD transitions
* When you are speaking you HAVE to get it right…this is our one chance for some people we must NAIL it.

1. **Message**

* 25 – 35 min in length (guest, and in house speakers must follow this)
* Message shouldn’t answer a lot of questions no one is asking

1. **Children’s Ministry**

* Fun for kids
* Pay attention to the parents
  + Organized
  + Secure
* Great curriculum
* Good Communication w/ Parents

1. **Info / Follow-Up**

* Track every detail of service
* Info center – basic info about church, calendar, etc
* Salvation follow-up
* Guest follow up

Shooting for 2 “ministry” moments in each service

1. after worship – will do altar time there to pray for needs…do this in conjunction w/ worship. Looking for “service pastors / service teams” to help w/ this.
2. After message – this will be a salvation moment. Direct them to fresh start area of church after salvation (in foyer). Might use