**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