



SERVE FIRST

CREW LIFE CULTURE

— MARK 10:43-45 —



SERVE FIRST — CREW LIFE CULTURE

MARK 10:43–45 — NKJV

“Yet it shall not be so among you; but whoever desires to become great among you shall be your servant. And whoever of you desires to be first shall be slave of all. For even the Son of Man did not come to be served, but to serve, and to give His life a ransom for many.”

INTRODUCTION - SERVE FIRST

When people first walk into Angler Church, they ask the question:

“What does this church have for me?” And that’s okay. They come looking for a place to belong. A place to worship. A place where their family can grow. A place where they can be ministered to.

But at some point, when they become part of the Angler Church family, the question begins to change. Instead of only asking, “What does this church have for me?” They begin asking, “How can I serve?” That’s part of what it means to go from simply attending a church to becoming part of the church.

Jesus Himself said that He did not come to be served, but to serve.

If we’re going to build a church that looks like Jesus, then we’re going to build a church full of servants.

At Angler Church, we don’t just want to be known as saints of Angler Church. We want to be known as servants of Angler Church.

At Angler Church, we don’t just want to be known by where we attend. We want to be known by how we serve.

We are more than saints who attend Angler Church.
We are servants who serve through Angler Church.

SERVE FIRST.

HOW WE SERVE

Right now, Angler Church is small, and that is a good thing. We don't need a complicated structure with a bunch of departments, titles, and positions. What we need are people willing to see a need, take responsibility, and serve.

As we grow, our serving teams will grow. Some of the responsibilities we talk about tonight may eventually become entire departments with their own leaders and teams. But for right now, we're going to keep it simple.

Our goal is not to give everybody a title.
Our goal is to give everybody an opportunity to serve.

PRIMARY ASSIGNMENT — SHARED RESPONSIBILITY

Everyone who serves will have a primary assignment. That means there is something you are responsible for. You know what needs to be done, when it needs to be done, and you take ownership of making sure it happens. But your primary assignment is not your only responsibility.

We are a small church. We help each other. If the person responsible for signs is finished and Hospitality needs help moving a table — help move the table. If you're a Greeter and you notice something in the foyer that needs attention — take care of it. If you see trash on the floor — pick it up. If somebody looks lost — help them.

If you see a need that you can meet — serve.

We don't want to develop a culture that says: "That's not my job."
We want a culture that asks: "How can I help?"

SERVE FIRST.

THE NEEDS WE SERVE

Instead of starting with departments, positions, or titles, we start with a simple question: WHAT NEEDS TO BE DONE?

I. GUEST SERVICES CREW

THE NEED: People need to feel welcomed, comfortable, informed, and cared for from the moment they arrive until the moment they leave.

Guest Services includes:

Door Keeper — Welcomes people at the entrance and helps manage the front door.

Greeters — Welcome guests, help them understand the building, Connect Card, children's area, guest gifts, and personally connect them with an Usher.

Ushers — Receive guests from Greeters, help them find a seat, remain attentive during service, and assist with offering when needed.

Foyer Care — Keeps the foyer clean, organized, and welcoming.

Restroom Care — Performs quick restroom checks and touch-ups when needed.

Exterior Signs & Flags — Sets up and removes our outdoor signage and flags.

Platform Banners — Sets up and removes platform banners.

High-Top Tables — Helps with setup and breakdown.

2. HOSPITALITY CREW

THE NEED: People need an environment where they can stay, fellowship, connect, build relationships, and be cared for.

Hospitality includes:

Tables & chairs • Fellowship areas • Food/service areas • Hospitality supplies
• Presentation • Keeping areas clean and stocked • Reception needs • Cleanup and breakdown

3. AUDIO VISUAL CREW

THE NEED: People need to be able to clearly see, hear, and participate in what is happening without unnecessary distractions.

Some areas require specialized training and responsibility. AV / Production is one of them.

AV includes:

Audio • Video • Cameras • Livestream • Displays • Playback • Microphones • Soundcheck • Service operation • Setup and breakdown

Not everybody needs to know how to operate everything.

As we grow, we want to train people who are interested in learning.

4. MERCH STORE CREW

THE NEED: When the Merch Store is open, we need people who can create a welcoming, organized place for people to purchase Angler Church merchandise.

For now, Merch doesn't need to become an entire department. We simply need people who can take ownership of it when the store is open.

Merch includes:

Setup • Merchandise organization • Pricing • Payment process • Operating the store • Keeping the area organized • Breakdown

ONE CREW

These are different responsibilities, but we are not separate groups competing for people.

We are one church serving together. Guest Services may need Hospitality. Hospitality may need Guest Services. AV may need someone to help carry equipment. Merch may need someone to cover the table for a few minutes. We help each other.

Your assignment gives you ownership, not boundaries. And as Angler grows, we will add structure where structure is needed. But no matter how large the church becomes, the culture stays the same:

SEE A NEED. MEET THE NEED.
HOW CAN I HELP?

SERVE FIRST.

SERVING POSITIONS

Now let's talk about what serving these needs actually looks like. Some people will serve in the same position regularly. Others may rotate. Some people may discover tonight that there is an area they would really enjoy serving in.

The goal is to find the right people for the right responsibilities and then give them the training they need to succeed.

DOOR KEEPER

THE NEED: Nobody should walk through our front door unnoticed.

The Door Keeper is often the first person someone encounters when they arrive. Responsibilities:

- Be at the entrance before service.
- Open the door and welcome people.
- Help guests know where to go next.
- Connect arriving guests with a Greeter.
- Keep awareness of the entrance as service approaches.
- Transition inside once service begins.

The goal is simple: Nobody should walk through our front door unnoticed. **SERVE FIRST.**

GREETERS

THE NEED: Every person who enters should experience a genuine personal welcome. Greeters are one of the most important parts of the guest experience because they are often the first personal connection someone has with Angler Church.

Responsibilities:

- Smile and genuinely welcome people.
- Introduce yourself.
- Learn their name when possible.
- Help with check-in when needed.
- Show guests where the restrooms are.
- Explain the children's area when needed.
- Show them the Connect Card QR.
- Make sure first-time guests receive the appropriate gift.
- Answer basic questions.
- Personally lead them toward the sanctuary.
- Hand them off to an Usher.

We don't just point and say: "The sanctuary is through those doors." Whenever possible, we walk with people. **SERVE FIRST.**

USHERS

THE NEED: People entering the sanctuary need someone to help them comfortably enter the room and find a place.

The Usher continues the experience the Greeter started. The Greeter welcomes them into the building. The Usher welcomes them into the room.

Responsibilities:

- Receive guests from the Greeter.
- Welcome and introduce yourself.
- Know where seating is available.
- Help guests find an appropriate seat.
- Personally walk them to their seat.
- Remain aware of seating needs as people arrive.
- Help late arrivals enter with minimal distraction.
- Remain attentive during service.
- Assist people who need help.
- Assist with receiving the offering when assigned.

An Usher shouldn't just point toward an empty chair. Walk with them. Seat them. Serve them. **SERVE FIRST.**

OFFERING RECEIVERS

THE NEED: Offering should be received respectfully, orderly, and without unnecessary distraction.

When we receive an offering, we will assign people ahead of time so everyone knows who is responsible.

Responsibilities:

- Know when the offering will happen.
- Know where to stand.
- Know the route for receiving the offering.
- Receive it respectfully and without unnecessary distraction.
- Know where the offering goes immediately afterward.

Normally, two people serving together works best. Depending on the size of the congregation, one person may be sufficient. Men or women may serve. If only one person is needed, that person should be male. Women should serve as part of a two-person Offering Team. **SERVE FIRST**

FOYER CARE

THE NEED: Our entrance should remain clean, organized, and welcoming. The foyer is one of the first things people see when they enter Angler Church.

Responsibilities:

- Make sure the foyer is clean and organized before guests arrive.
- Straighten materials when needed.
- Pick up trash.
- Watch for spills or clutter.
- Keep guest materials organized.
- Perform quick checks during the event.

This isn't about constantly cleaning. It's about noticing. **SERVE FIRST.**

RESTROOM CARE

THE NEED: Our restrooms should remain clean, supplied, and cared for. Nobody may ever thank you for checking a restroom. But everybody notices when one hasn't been checked.

Responsibilities:

- Quick check before guests arrive.
- Make sure supplies are available.
- Check trash.
- Check counters and sinks.
- Handle simple touch-ups.
- Notify the appropriate person if something requires more attention.

Small details communicate care. **SERVE FIRST.**

EXTERIOR SIGNS & FLAGS

THE NEED: Before someone enters the building, they need to know they have arrived at the right place. Before someone ever meets a Greeter, they experience our property.

Responsibilities:

- Put out designated signs and flags.
- Make sure everything is positioned correctly.
- Check that signs are visible and presentable.
- Bring everything back inside after the event.

This role helps answer a guest's first question before they even enter: Am I in the right place?" **SERVE FIRST.**

PLATFORM BANNERS

THE NEED: Our worship environment should be prepared and presentable.

Responsibilities:

- Know which banners are being used.
- Know where they belong.
- Set them up securely and correctly.
- Check their appearance from the room.
- Remove and properly store them after service.

HIGH-TOP TABLES

THE NEED: Our fellowship and gathering spaces need to be prepared before people arrive and restored afterward.

Responsibilities:

- Set up tables in their designated locations.
- Make sure the area is clean and presentable.
- Help return tables to storage after the event.

HOSPITALITY

THE NEED: People need a place to stay, connect, fellowship, and build relationships.

The Hospitality Lead oversees our fellowship and reception environment.

Responsibilities:

- Coordinate the Hospitality Team.
- Understand what is being served.
- Make sure tables and serving areas are ready.
- Make sure needed supplies are available.
- Watch presentation and cleanliness.
- Coordinate replenishment when needed.
- Direct cleanup and breakdown.

Hospitality isn't just about food.

Hospitality is about people.

The food, tables, drinks, and environment simply give us another opportunity to make people feel cared for. **SERVE FIRST.**

HOSPITALITY CREW

THE NEED: Remove distractions so people can clearly see, hear, and participate in what is happening.

Responsibilities may include:

- Tables & chairs
- Food preparation/setup
- Food Servers
- Serving areas
- Drinks
- Runner
- Plates, cups, utensils, napkins
- Keeping food/service areas stocked
- Clearing trash
- Cleaning tables
- Fellowship-area care
- Breakdown

If you finish your specific task, look around and ask: “What needs to happen next [SERVE FIRST](#).”

AUDIO VISUAL CREW

Production helps remove distractions so people can clearly see, hear, and participate in what is happening.

Responsibilities may include:

- Audio
- Microphones
- Playback
- Displays
- Cameras
- Livestream
- Video
- Setup
- Testing
- Soundcheck
- Service operation
- Breakdown

Production requires training, so nobody will be expected to operate equipment they haven't been taught to use. But if this interests you: We can train you. [SERVE FIRST](#).

MERCH STORE

THE NEED: When the store is open, someone needs to make sure it is organized, welcoming, and easy for people to use.

Merch gives people an opportunity to purchase Angler Church items while also creating another point of connection with people.

Responsibilities:

- Setup the store.
- Organize merchandise.
- Understand pricing.
- Understand the payment process.
- Help people with purchases.
- Keep merchandise organized.
- Monitor inventory during operation.
- Breakdown and properly store merchandise afterward.

DISMISSAL — EVERYONE

THE NEED: No guest should leave Angler Church without experiencing a personal connection.

When service ends, everybody becomes Guest Services. When there are new people at our events there is one rule: FIND SOMEONE YOU DON'T.

Meet somebody you didn't meet before service.
Introduce yourself. Learn their name.
Thank them for coming.

Ask how they heard about Angler.
Encourage them to stay and fellowship.
Introduce them to another person.

Ask them if they heard of, CREW LIFE STUDIES.

Nobody who visits Angler Church should be standing alone while our church family is only talking to each other. This may be the most important serving position we have because everybody can do it.

Before we fellowship with each other, we serve our guests.

SERVE FIRST.

YOUR PRIMARY PLACE TO SERVE

Everybody serving should eventually be able to answer:

WHAT IS MY PRIMARY PLACE TO SERVE? That doesn't mean it's the only thing you will ever do. It means: "This is something I take ownership of."

As Angler grows, we want people to find the areas where their personality, abilities, experience, and burden fit best.

Some will naturally welcome people.

Some will organize.

Some will work behind the scenes.

Some will operate technology.

Some will prepare food.

Some will lead.

Some will serve quietly where almost nobody notices.

Every role matters. There are no insignificant jobs when the purpose is serving people.

SERVE FIRST.

BUILDING OUR CREW

Now that we understand the needs, it's time to begin finding people willing to help carry them. It's about answering a simple question: WHERE CAN I SERVE?

Some of you may already know exactly where you fit. Some of you may be willing to serve wherever you're needed. Some may want to try an area and see if it's a good fit. That's okay.

We're building this together. We're looking to meet needs.

WE START WITH THE NEED. What needs to be done? Who can serve there? Who can take ownership of it? Who needs to be trained? We're asking, "Who is willing to help carry this need?" As Angler Church grows, leaders will naturally begin to emerge.

IT'S ABOUT FINDING A PLACE TO SERVE.

Nobody needs to feel like the position they choose is where they have to serve forever.

We're going to learn. We're going to train. We're going to adjust.
And as the church grows, new opportunities to serve will develop.

What matters is that we begin creating a culture where everybody understands:

I HAVE A PLACE.
I HAVE A RESPONSIBILITY.
I CAN MAKE A DIFFERENCE.

And when something needs to be done:
HOW CAN I HELP?
START WITH THE NEED.
FIND YOUR PLACE.

SERVE FIRST.

WHAT CREW CAN I SERVE FIRST IN?

DOOR KEEPERS

GREETERS

USHERS

FOYER CARE

RESTROOM CARE

EXTERIOR SIGNS & FLAGS

PLATFORM BANNERS

HIGH-TOP TABLES

OFFERING TEAM

HOSPITALITY

AUDIO VISUAL

MERCH STORE

SETUP & BREAKDOWN

SERVE FIRST.

ANGLER CHURCH CREW LIFE CULTURE!