



Masterclass:
The Small Things That
Make Church
Excellent

Sample of checklist to help ensure church services are run effectively and smoothly from a logistic and event perspective.

DELAYED LINK CHECKLIST START of the LINK

Watch link from end of the link DVD / item (eg news)

Record minute by minute notes on what happens on link and email or SMS events coordinator

Important things to note:

- Are people sitting or standing?
- Is there a clear point when the other campus is welcomed or mentioned?
- If we go into a song, what is the exact song?
- Is the service time ever mentioned (eg. welcome to 8am service)

END of the LINK

- Watch link from 5min before end of preaching
- Record minute by minute notes on what happens on link and email or SMS events coordinator
- Important things to note:
 - Does the preacher call keys/band up or they get up automatically?
 - Exactly what time did keys/the band get up?
 - If we go into a song, what is the exact song?
 - Does preaching go straight into altar call?
 - Do they talk about bibles in foyers?
 - Does preacher pray for people (and if they do what EXACTLY are they praying for)?
 - Do people have to stand/raise their hands/come to the front of stage?
 - Are there any announcements made at the end of the service that we should stay linked for?
 - Is there a clear link out point / day goodbye?

LINK NOTES EXAMPLE

8.32am: church news ends / MC on stage talks about Conference 15 / make sure you register today as filling up fast / you get free slippers (he has slippers in his hand) MC mentions Alexandria Campus and that they should also register for conference

Welcomes Alexandria Campus officially and says hello to MC Comments that a person looking good today

8.34am: MC talks about new album. Gets service pastors to give 2 CDs away to people who are new to church

8.35am: MC intros Speaker. Asks everyone at both locations to stand. Welcomes speaker to stage

8.36am: Guest speaker commences preaching

END

9.06am: Preaching continues

9.08am: preacher calls keys up

9.10am: preacher finishes preaching and prays (praying for people who need encouragement in work situations) / all band onto stage

9.11am: Preacher starts altar call

9.14am: preacher prays salvation prayer

9.15am: preacher talks about bible

9.16am: band goes into song / preacher off stage

9.18am: MC back on stage. Says goodbye to Alexandria Campus. Talks about services tonight. Prays final prayer and closes service.

Pre-service SATURDAY: FOYER

- Grab Ipod Shuffle from office to plug in at reception
- Check volume OK in foyer/garage
- Curtains - are these pulled across the front with gap in the middle/Venue person standing in the gap?
- Music - adjust as people in foyer increase
- Parents Room - check seat drop is correct / old material is thrown out
- Toilets - Clean (water on bench, paper towels on the ground, toilet paper in stalls?), current toilet door signs hung?
- Foyer Stands - position, clutter, rubbish
- Info Desk tidy bench top, appropriate promo material not to be spread over all Info Desk
- Water Cooler - is it full & has cups
- Umbrellas out - if raining
- Lighting - wall lights on, white security lights off for atmosphere
- General tidiness (bins emptied, area around coffee carts, tops of benches & tall tables etc)
- Make sure glass in foyers is clean, no finger prints / bin lids are shiny
- All foyer must be set up by 5.30PM
- Check Garage - stands, cleanliness, lights on/ garage lights off, all cords gaffed down
- All Stands - are they manned
- Info desk - is it properly manned
- Spot checks of toilets
- Adjust foyer music as needed
- Just before doors open, check meet & greet are on doors (*once main Aud doors open*)
- Change over to Aud music in Foyer (*good to have once doors open*)
- Spot checks of toilets **During the service** (*at the very start of the service*)
- Check Prayer Requests have been taken in to Hot Seat + radio through to team leader
- Turn speakers down slightly (*after Praise/Worship*)
- Switch music back to iPod at the end of Praise/ Worship
- Meet Venue Coordinator to do headcount - see headcount checklist **After the Service**
- Get decisions info from New Christians

SATURDAY: AUDITORIUM **Pre-service**

- Check on Host Team - chairs tidy, seat drops, tidy front rows
- 2x resource to parents room on **Sat PM only** (*this resource is for the whole w/end*)
- Sticker front rows - see seating plan
- Check that mints, waters have been put under key team/guests—if not, ask Production
- 3x copies of relevant promos + New Christians Bible under Hot Seat, 1x copy to SM for water table
- Staging OK
- Check front of stage clean (curtain)
- Sound Desk tidy
- Stairwell neat and tidy
- Check song list with Stage Mgr and radio Team Leader / Change Ann. as needed
- Stage Mgr has relevant cards, resource for stage (Guest speaker resource?)
- Stage Managers Have New Christian Bibles with DVD and Card inside.
- Fill front 3 rows with key team/ leaders
- Green room door shut, office lights off?
- Check side aud door is closed
- Open main Aud doors - work w/ Team Leader, production (lights & sound), TV (screens) & venue (*main aud doors should be open do later than 15mins prior to service*)
- Check pre-roll has started & radio foyer team to confirm in foyer
-

During the service (*at the very start of the service*)

- All reserved seats filled **by you**
- Check Team Leader has Prayer Requests
- Walk through all sections - look for good fill (*during Praise/Worship*)
- Fill empty seats during videos (lights go down)
- Check babies crying, air con ok?
- Take precise notes on the run of the service (pls note things that would be good to know for next yr and any action points for midweek)

After the Service

- Re-sticker for the next service
- Tidy front row
- *On 1st Sunday of the month - set up Communion in 2nd Aud kitchen (Confirm w/ Team Leader) *All trays, communion cups, juice, matzo, gloves, squeeze bottles out & on tables*

SATURDAY: TEAM LEADER Pre-service

- Check food for the team.
- Check lights are on as needed as you walk into the lounge area at the top of the stairs

- Check aircon is on in office area (located just to the left of the doors leading to balcony)
- Check w/end summary for specific info
- Brief the team & assign to areas
- Pray & *(whenever possible)* Go to service prayer mtg w/team *(in the garage)*
- Print 6x copy of announcements & check all info with relevant dept (i.e. songlists should be checked w/ SM, DVD times w/TV etc)
- Watch Church News (CN) & any other relevant DVDs (Offering, Clips, presentations etc)
- Highlight important info on ann. With Sharpie highlighter & distribute to the following areas:
 - 1x Ann. card to **Senior Pastors** (SPs)
 - 1x **MC** seat
 - 2x Ann. card to **TV**
 - 2x Ann. cards to **SMs**
 - 3x Ann. to **Prod** (1x **FB**, 1x **FOH**, 1x **TD**)
 - 1x Ann. Card to **Creative Producer**
 - 3x Ann. Card to events team leader seat
- Check w/Aud team that the following is correct: promos (Events, MC, & SM), seat drops
- Check w/Aud team doors have been opened *(once main Aud doors open)*
- Check with Foyer team that music has been switched to Main Aud
- Ensure front 3 rows are filled & reserved seats have been released

During the service *(at the very start of the service)*

- Give Prayer requests to Hot Seat
- Check fill in ea sect. - work w/hosts as needed *(During whole of the service)*
- Take precise notes on the run of the service (pls note things that would be good to know for next yr and any action points for midweek)
- Immediately action any issues within the service

After the Service

- Check both headcount sheets are all added up correctly and entered into computer accurately.
- Complete Volunteer stats online

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 - Does preaching go straight into altar call? Do they talk about bibles in foyers?
 - Does preacher pray for people (and if they do what EXACTLY are they praying for)? Do people have to stand/raise their hands/come to the front of stage?
 - Are there any announcements made at the end of the service (esp if MC is JDA/BCH) that we should stay linked for?
 - - is there a clear link out point / day goodbye?

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LINK NOTES EXAMPLE

8.32am: church news ends / Chrishan on stage

- talks about Colour 15 / make sure you register today as filling up fast / you get free slippers (he has slippers in his hand)
- Chrishan mentions Doody St and that they should also register for conference
- Welcomes Doody st officially and says hello to Georg
- Comments that April Miller looking good today

8.34am: Chrishan talks about new United album. Gets service pastors to give 2 CDs away to people who are new to church

8.35am: Chrishan intros Guest Speaker. Asks everyone at both locations to stand. Welcomes speaker to stage

8.36am: Guest speaker commences preaching

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SATURDAY: FOYER**Pre-service**

- Grab Ipod Shuffle from office to plug in at reception
- Check volume OK in foyer/garage
- Curtains - are these pulled across the front with gap in the middle/Venue person standing in the gap?
- Music - adjust as ppl in foyer increase
- Parents Rm - check seat drop is correct / old material is thrown out
- Toilets - Clean (water on bench, paper towels on the ground, toilet paper in stalls?), current toilet door signs hung?
- Foyer Stands - position, clutter, rubbish
- Info Desk tidy bench top, appropriate promo material not to be spread over all Info Desk
- Water Cooler - is it full & has cups
- Umbrellas out - if raining
- Lighting - wall lights on, white security lights off for atmosphere
- General tidiness (bins emptied, area around coffee carts, tops of benches & tall tables etc)
- Make sure glass in foyers is clean, no finger prints / bin lids are shiny
- All foyer must be set up by 5.30PM
- Check Garage - stands, cleanliness, parcans on/ garage lights off, all cords gaffed down
- All Stands - are they manned
- Info desk - is it properly manned
- Spot checks of toilets
- Adjust foyer music as needed
- Just before doors open, check meet & greet are on doors (*once main Aud doors open*)
- Change over to Aud music in Foyer (*good to have once doors open*)
- Spot checks of toilets

During the service*(at the very start of the service)*

- Check Prayer Requests have been taken in to Hot Seat + radio through to team leader
 - Turn speakers down slightly
- (after Praise/Worship)*
- Switch music back to iPod at the end of Praise/Worship
 - Meet Venue Coordinator to do headcount - see headcount checklist

After the Service

- Get decisions info from New Christians

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- 2x resource to parents room on **Sat PM only** (*this resource is for the whole w/end*)
- Sticker front rows - see seating plan
- Check that mints, waters have been put under key team/guests—if not, ask Production
- 3x copies of relevant promos + New Christians Bible under Hot Seat, 1x copy to SM for water table
- Staging OK
- Check front of stage clean (curtain)
- Sound Desk tidy
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- Check song list with Stage Mgr and radio Team Leader / Change Ann. as needed
- Stage Mgr has relevant cards, resource for stage (Guest speaker resource?)
- Stage Managers Have New Christian Bibles with DVD and Card inside.
- Fill front 3 rows with key team/ leaders
- Green room door shut, office lights off?
- Check side aud door is closed
- Open main Aud doors - work w/ Team Leader, production (lights & sound), TV (screens) & venue (*main aud doors should be open do later than 15mins prior to service*)
- Check pre-roll has started & radio foyer team to confirm in foyer

During the service*(at the very start of the service)*

- All reserved seats filled **by you**
- Check Team Leader has Prayer Requests
- Walk through all sections - look for good fill (*during Praise/Worship*)
- Fill empty seats during videos (lights go down)
- Check babies crying, air con ok?
- Take precise notes on the run of the service (pls note things that would be good to know for next yr and any action points for midweek)

After the Service

- Re-sticker for the next service
- Tidy front row
- On 1st Sunday of the month - set up Communion in 2nd Aud kitchen (Confirm w/ Team Leader) *All trays, communion cups, juice, matzo, gloves, squeeze bottles out & on tables*

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- Check food for the team.
- Check lights are on as needed as you walk into the lounge area at the top of the stairs
- Check aircon is on in office area (located just to the left of the doors leading to balcony)
- Check w/end summary for specific info
- Brief the team & assign to areas
- Pray & *(whenever possible)* Go to service prayer mtg w/team *(in the garage)*
- Print 6x copy of announcements & check all info with relevant dept (i.e. songlists should be checked w/ SM, DVD times w/TV etc)
- Watch Church News (CN) & any other relevant DVDs (Offering, Clips, presentations etc)
- Highlight important info on ann. With Sharpie highlighter & distribute to the following areas:
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 - 3x Ann. Card to events team leader seat
- Check w/Aud team that the following is correct: promos (Events, MC, & SM), seat drops
- Check w/Aud team doors have been opened *(once main Aud doors open)*
- Check with Foyer team that music has been switched to Main Aud
- Ensure front 3 rows are filled & reserved seats have been released

During the service*(at the very start of the service)*

- Give Prayer requests to Hot Seat
- Check fill in ea sect. - work w/hosts as needed

(During whole of the service)

- Take precise notes on the run of the service (pls note things that would be good to know for next yr and any action points for midweek)
- Immediately action any issues within the service

After the Service

- Check both headcount sheets are all added up correctly and entered into computer accurately.
- Complete Volunteer stats on **myhillsong.com**

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- Brief the team & assign to areas
- Pray & *(whenever possible)* Go to service prayer mtg w/team *(in the garage)*
- Print 6x copy of announcements & check all info with relevant dept (i.e. songlists should be checked w/ SM, DVD times w/TV etc)
- Watch Church News (CN) & any other relevant DVDs (Offering, Clips, presentations etc)
- Highlight important info on ann. With Sharpie highlighter & distribute to the following areas:
 - 1x Ann. card to **Senior Pastors** (SPs)
 - 1x **MC** seat
 - 2x Ann. card to **TV**
 - 2x Ann. cards to **SMs**
 - 3x Ann. to **Prod** (1x **FB**, 1x **FOH**, 1x **TD**)
 - 1x Ann. Card to **Creative Producer**
 - 3x Ann. Card to events team leader seat
- Check w/Aud team that the following is correct: promos (Events, MC, & SM), seat drops
- Check w/Aud team doors have been opened *(once main Aud doors open)*
- Check with Foyer team that music has been switched to Main Aud
- Ensure front 3 rows are filled & reserved seats have been released

During the service*(at the very start of the service)*

- Give Prayer requests to Hot Seat
- Check fill in ea sect. - work w/hosts as needed

(During whole of the service)

- Take precise notes on the run of the service (pls note things that would be good to know for next yr and any action points for midweek)
- Immediately action any issues within the service

After the Service

- Check both headcount sheets are all added up correctly and entered into computer accurately.
- Complete Volunteer stats on **myhillsong.com**