Event Coordinator protocols & INSTRUCTIONS 2018

# The Purpose of Event Coordinator training

I want to thank each one of you here for your labors at HCC, especially as it relates to putting an event together. This church is dependent on people like you who are willing to sacrifice much to give leadership and oversight to specific events.

The purpose of our time together is to understand the responsibilities of an Event Coordinator and to see the needs of an event as it impacts the church. This direction began at our Elder Deacon Retreat as a result of seeing some real needs to be addressed.

Hickman Community Church has grown with more members and regular attenders than we can currently fit in the Family Center. This means that the number of people impacted in any one event is now much larger than before and that there is now the need to be more organized, well ahead of time, to minimize the impact on those who fulfill the many and various roles of a churchwide event.

There are a couple of critical points that will set the tone for the rest of our time together.

First, **we are motivated to magnify Christ** in what we do. We want those who attend an event to witness, the love of Christ in the way we serve them. We want to show we really do care about them as people, that our practical operations equal our spiritual desires for them. We know that God is a God of order and love, and so we seek to emulate His order and love to all who attend events.

Second, it is **critical that we put on a heart of consideration for others** who are involved in making any event a success. This requires an others mindset where how I function as an event coordinator is for the good of others over and above myself. This will mean discipline and self-denial on my part as the coordinator. Events are the result of team work, and with that team work we must consider how my actions impact upon others in the team.

Areas to be considerate towards are:

* The **“Meal Resource Room”** which is under the oversight of Shawna Larson. Plates, cups, silverware, table cloths, napkins, decorations etc. are all available through her.
* **The Office** – this is where all the information gets disseminated to the website, bulletins, announcements etc.
* **Setup Crew** – No longer can a couple of men do the job so lead time is important for Mike Souza to be able to organize a crew of men ahead of time to get the job done. More on this from Andrew shortly
* **Registrations** – Because we no longer use paper signups we need to be prepared well in advance to get registration information in place on the website by the time the first announce for the event is made – more on that from Reuben shortly
* **Food Preparations** – This who prepare the food need lead time to purchase the necessary food at good prices. This will save the church money and give time for a cooking crew to be organized.

# The What of Event coordinator

## EVENT Guidelines and Protocols for Church Wide Ministry Events:

Dear Ministry Leader, Event Coordinator,

As part of developing a mindset to loving others and serving others with excellence, the Elders desire to have a more uniform approach to the presentation of church meals and refreshments. There will be three main categories: Formal; Semi-formal; Informal. This will lessen confusion for those who are responsible for setup of these events. As the body of Christ grows we will need to streamline things more to be well prepared and organized for each event bringing God the maximum glory we can.

It is critical that we see the church as a team who are all working together for the same goal. Each event while having a coordinator and area leaders of the event, depends upon the church body as a whole to willingly participate, and serve in the many different capacities that such churchwide events afford. Everything from set up, running the event, providing the food, and clean up are all giving members of the body opportunities to serve the Lord. As an event coordinator try and see how many people you can practically involve in serving.

Over the past 5 years we have invested in many resources that we can use again and again thus saving the congregation money by not having to purchase disposable plates, cups, and silverware repeatedly. We now have enough china plates, cups, glasses and silverware to minister to 250 people. We want to use this provision as much as we can. While this creates extra clean up there are many in the body who have volunteered to serve in this way (Contact office for a list of volunteers).

We have appointed Shawna Larson to be our “Meal Resource Room” overseer. Her job is to take the resource sheets available at the office, which every event coordinator must fill out, and pull the requested resources before the date of the event.

We commend you for your service, and we implement the following protocols in a spirit of serving you and helping you to achieve the best result possible for the glory of God. We trust you will find these guidelines helpful.

The Elders.

*“As each one has received a special gift, employ it in serving one another*

*as good stewards of the manifold grace of God.”* (1 Peter 4:10)

1. DEFINITION OF CATEGORIES
   1. *Formal* - Use tablecloths on all tables, china and silverware, cups and glasses for this special meal.
   2. *Semi-formal* - Serving tables and dining tables to have table cloths. Provide options of paper plates and china plates, paper cups and real glasses with silverware as this meal will generally have both sit down and casual dining.
   3. *Informal* - Tablecloths on serving tables only – disposable plates, cups and silverware will suffice.
2. PROTOCOLS FOR CHURCH WIDE MEALS
3. Communion Feast - *Formal*
4. College Scholarship Luncheon - *Formal*
5. Baptism Luncheon - *Semi-formal*
6. Christmas Party - *Formal* – If only refreshments are provided then this event will be considered a *semi-formal* event.
7. Summer Socials - *Informal*
8. PROTOCOLS FOR CHURCH WIDE REFRESHMENTS

Outreach Days:

Mothers, Fathers, Easter, Thanksgiving and Christmas Days - *Informal* – Due to these events being outside, serving tables are to have a canopy over them for shade. Also, to accommodate the larger number of elderly who attend these events, provide some china cups and glasses for adults.

1. PROTOCOLS FOR MINISTRY EVENTS
2. Starting Point class: *Formal*
3. Men’s Ministry: Dinners and Breakfasts - *Semi formal*
4. Women’s Ministry: *Formal* for all meals (Women’s Spring Luncheon, Kick Off Dinner, Retreat, Bible Study Meals, Bridal Showers, Visiting Missionary dessert evening etc.).
5. ISI Fundraising Lunch – *Semi*-*formal*
6. ISI Conference Meals
   * + - * Dinner – *Formal*
         * Breakfast – *Semi-formal*
         * Lunch – *Semi-formal*
7. PROTOCOLS FOR OFF CAMPUS EVENTS

*Informal -* All disposable plates, cups and silverware unless coordinator requests otherwise when appropriate. (e.g. Bridal Shower).

1. GENERAL GUIDELINES TO Follow for each event
2. Don’t forget to fill out “Resource Request” forms (available at the office) detailing what you need for your event. These need to be filled out and handed into the office at least 1 week before the event. The deacons will then be informed for set up of tables and chairs etc., and Shawna Larson will pull the resources and place them at the requested pick-up point.
3. If you need any helpers for any aspect of an event, a printout of volunteers can be obtained through the church office giving you names and contact details.
4. Remember that the very young and the elderly struggle to hold a paper plate and cut meat with plastic utensils, so if there are going to be a good number of these present then feel free to go the extra mile for them and provide washable plastic plates for the children (In Resource Room) and china for the elderly with some silverware to help them.
5. Remember you are part of a body and so involve as many members as you need to help you make this event a reality.
6. Remember we show our love for Christ by loving the church and serving her the very best way we can.
7. FOUR MOTIVATIONS FOR THE ABOVE GUIDELINES AND PROTOCOLS
   * 1. The call to excellence as a way of honoring the Lord in our ministries.
     2. The importance of showing honor and preference to those in attendance of church functions.
     3. The need to provide opportunities for people to serve in the ways they are gifted and enjoy.
     4. Let us not strive for the least we can do but go beyond what the Elders have expected as we seek to bring the maximum glory to God.
     5. The expense of disposable and paper goods verses china and glassware.

## event TIMELINE OF REQUIREMENTS:

6 Weeks before Event:

* Confirm the event is on Church Calendar, if not let Andrew Callaway know so he can place it on the church calendar
* Send event details to church office for bulletin or make flyer/invitations to go in bulletin or hand out
* Send event details to A Callaway/ A Woodfield for website
* Send Reuben the requirements he has requested to set up Registration of Event on line

1 Month before Event

* Reuben to have registration online ready to go
* First announcement in AM and PM service made
* Congregation given time to sign-up
* Event table for sign-ups to be available after AM Worship Service

3 Weeks before Event:

* Announce event Sunday AM service
* Event table for sign-ups to be available after AM Worship Service

2 Weeks before Event:

* Announce event Sunday AM service
* Event table for sign-ups to be available after AM Worship Service
* Fill out “Reservation Request Forms” (online, office, or emailed)
  + KITCHEN RESERVATION FORM
  + RESOURCE ROOM RESERVATION FORM
  + DEACON SETUP RESERVATION FORM with a room plan attached
* Reservation forms to be submitted to office (email is fine)
* Sandy to email Mike Souza DEACON SET UP FORM (listing requirements and plan for the event)
  + Mike to organize setup team
* Sandy to email Shawna Larson RESOURCE ROOM RESERVATION FORM and KITCHEN RESERVATION FORM
* If using paper plates etc. make sure there are sufficient supplies in Kitchen

1 Week before Event: (If event is on Sunday closed Monday at 12am)

* Online signups closed by Reuben Woodfield
* Any adjustments to final numbers and requirements given to Mike Souza

Day of Event…

## General Framework to Use for Set Up of Event:

Set a Budget: Know what you have to spend and where. Communicate with Ministry Leader / Elder.

Create a proposed outline defining your team and the event using the following framework questions.

* ***Why?*** Define the purpose and the objective of this event in one or two sentences.
* ***What?*** What will you be doing? Meal and gospel presentation, along with any other aspects that will add to the purpose and objective of this luncheon? This *could* include special music, a testimony, or game etc.
* ***Who?*** Who will be invited? Limited to HCC or is inviting guests to be encouraged.
* ***Where?*** Where will this be held? Family Center, Worship Center, or outside? Don’t forget to take the weather at this time of the year into account.
* ***When?*** What time will gather the most people?
* ***How?*** How many people will you need to help you? Who will these people be? You can personally fulfill as many or as few of the responsibilities of an event as you wish to. Only you know how much you can take on, how much you need to delegate to others, and what your gifting is. We encourage you to use this time to help others use their gifts and even try new avenues of service. Choose as many people as you like to help you. Three things to keep in mind when choosing your planning team:

1. Assistant or mentor – This is a time to encourage discipleship and training. Choose someone to train (your assistant) as you walk through organizing this event, or, if this is your first time, a mentor. This person needs to be able to step in and take over should you not be able to see this through to the end due to any unforeseen circumstances.
2. The principle of the “F.A.T”– faithful, available, and teachable is essential when choosing an assistant – don’t just choose your friends. Is this person already faithful in the areas of their responsibilities and ministry? Do they have the time available for this task without dropping more important priorities? Are they open to suggestions, correction, and/or teaching?
3. Remember to choose from varying ages, seasons, and circumstances when choosing your team. This will give the best representation of the people attending the event.
   * Male/female; administrative/creative/servant/financially minded; different socio-economic groups

## General Framework to Use for Set-Up of Event:

* + 1. **Before Event:**

Event/Program Coordinator:

* Check in with the set-up coordinator and meal-prep coordinator.

Set-Up Coordinator:

* Arrange buildings to be unlocked and disarmed at required time.
* Make sure any handouts are ready and accessible.
* Have offering bags ready.
* Bussing station set up out of sight of diners.
* Check that laminated instructions on totes are attached and filled out.
* Communicate with Event Coordinator for final instructions and handover.

Meal Prep Coordinator:

* If a station is required, set up supplies.
* Communicate with Event Coordinator for final instructions and handover.
  + 1. **During the Event:**

Event/Program Coordinator:

* Speak with sound technicians - give instructions and detailed schedule of event.
* Do sound check and cue background music.
* Monitor sound levels, run media, adjust microphones and stands etc.
* Pass on any instructions. Be available to answer questions and last-minute needs.
* Greeters - give instructions, answer questions.

Meal Prep Coordinator:

* Call any absent workers.
* Transfer food to serving dishes, if required, and carry to serving tables.
* Supply serving utensils and food covers to serving table.
* Give directions to Set-Up crew and answer any questions.
* Make drinks, hot and cold, and disperse.
* Oversee final pre-event cleanup.
* Tables to be set, and decorations placed.
* Oversee food levels, drink and dining tables.
* Instruct runners for refilling supplies.
  + 1. **After the Event:**

Event/Program Coordinator:

* Give written instructions for leftover food to kitchen helpers.
* Make sure someone is responsible for locking up all buildings on campus.
* Check all rooms to ensure they are ready for use by the next group, especially kitchen.

Administration:

* Photographer - send copies of images to church office.
* Offering collectors - ensure each table receives the offering bag. Leave at sound desk.
* Count offering if taken.
* Three people must count and initial.
* Fill out deposit schedule – get from Bill Y or Trevor Souza
* Send/scan copy to yourself for your records.
* Put all monies in attached pre-named envelope and deposit into office safe.
* All three money counters must be present until deposited into office safe.
* Collect receipts for reimbursements for event.
* Prepare reimbursement schedule and write out P.O.s.
* Prepare income and expense reconciliation for the event.
* Send copy to Elders.

Clean Up Coordinator – Oversee the following:

* Plates, silverware, and glasses to bussing station.
* Linens to bussing station.
* Pitchers, empty serving dishes, utensils, condiments etc. to kitchen.
* Decorations and other miscellaneous items to kitchen.

At Bussing Station:

* Scrape plates and fill totes as per instructions.
* Pair one of each kind of tote ready to go home with volunteers.
* Fill linen bags as directed on label.
* Wash all items not being sent home - serving dishes, utensils, pitchers, bussing tubs etc.
* Put away as many items as possible.
* Designate a cart of Meals Resource Room supplies and load as they are cleaned.

Kitchen Helpers

* Bag leftover food as per instructions - distribute or freeze/refrigerate.
* Ensure all food left on campus is clearly labeled with instructions for future use.
* Make sure kitchen is cleaned up for the next group to use.
* Take home kitchen linens to wash.
* Clear the trash cans to the large dumpster (if appropriate).

***BEFORE THE EVENT***

|  |  |  |
| --- | --- | --- |
| ***ROLE*** | ***NAMES OF WORKERS*** | ***DESCRIPTION OF TASK*** |
| **Set up Coordinator** |  | **Works with Event Coordinator**   * Direct crew members & answer any questions * Call any absent workers * Oversee final pre-event cleanup |
| Table Setting Team  *Lead:* |  | * Tablecloths, overlays, plates, silverware, glasses, napkins, chair covers * any help needed by decorators * Set up buffet serving tables where needed |
| Decorating Team  *Lead:* |  | **Works with Event Coordinator,**  **& Crew Coordinator for helpers**   * Centerpieces and any other decorations required * Organize storage of decorations after event is over. |
| Drink Maker |  | Make drinks, hot & cold, & disperse  If a station, set up cups, condiments, & trash receptacle. |
| Food Display Team  *Lead:* |  | * Transfer food into serving dishes, if required, and carry to serving table if asked; * supply serving utensils, special diet food signs, & food covers to serving table |
| Set up Bussing Station |  | Out of sight of the diners,   * organize empty totes - 2 on the table and the rest under the table * rubber scrapers for plates * trash bag for food scrapes * stack of laminates instructions |
| Set up Miscellaneous |  | * podium * sound system * handouts * offering bags |

***DURING THE EVENT***

|  |  |  |
| --- | --- | --- |
| ***ROLE*** | ***NAMES OF WORKERS*** | ***DESCRIPTION OF TASK*** |
| **Program Coordinator** |  | **Works with Event Coordinator** |
| Unlock & Open Up |  | **Works with Event Coordinator**  Arrive early to unlock all buildings needed and deactivate alarms |
| Program Coordinator |  | **Works with Event Coordinator** |
| Hostess / MC |  | **Works with Event Coordinator**  **Must be an HCC member** |
| Greeters |  | Greeting guests as they arrive.  Passing on any instructions.  Answering any questions by guests.  **Must be HCC members** |
| Sound Technicians |  | Controls the sound equipment if used at the event – music, PowerPoints etc.  Operates video camera if required  Adjusts microphones, stands etc. |
| Photographer |  | Send copies of images to Women’s Ministry Director & Church secretary |
| Offering Collectors |  | * Ensures each table receives the offering bag * Secures offering bag until taken by counters. |
| Overseeing Food & Drink Tables  *Lead:* | Food Runners | - Relays to program coordinator when food & drink levels are getting low etc.  - Replenishes food and drink supplies as instructed |
| Bussing Tables |  | As instructed by Event Coordinator |

***AFTER THE EVENT***

|  |  |  |
| --- | --- | --- |
| ***ROLE*** | ***NAMES OF WORKERS*** | ***DESCRIPTION OF TASK*** |
| **Clean up Crew Coordinator** |  | **Works with Event Coordinator** |
| Offering Counters | 1  2  3 | * Fill out “Offering Record Sheet” & scan to Women's Ministry Director * Deposit offering with record sheet enclosed into office safe.   **Must be HCC members** |
| Dining Room  *Leader:* |  | * Take plates, silverware, glasses, mugs and linens to Bussing Station * Take empty serving dishes, serving utensils, condiments etc. to kitchen * Take pitchers, empty bussing tubs & totes, decorations, & other miscellaneous items from Event Resource Room to Nursery kitchen |
| Bussing Station  *Leader:* |  | * Scrape plates & fill totes with either:   16 of each plate & piece of silverware  16 glasses in plastic diamonds in bottom of tote   * pair one of each kind of tote ready to send home with volunteers along with laminated instructions * Fill bags with linens to be sent home with volunteers along with laminated laundry instructions |
| Kitchen  *Leader:* |  | Wash all serving dishes, serving utensils, and any other items not being taken home by volunteers to be cleaned.  Pack up leftover food as instructed.  Put away as much as possible, and leave ready for next event.  Take out trash, sweep floor, mop.  Take kitchen linen home to be washed. |
| Nursery Kitchen  *Leader:* |  | Wash pitchers and bussing tubs/totes.  Put away as much as possible in Event Resource Room. |
| Lock Up |  | Ensure all buildings are clear, lights out and heating/cooling off.  Reset alarm where needed and lock up. |

***TAKE HOME DISHES & LINENS SCHEDULE***

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| --- | --- |
| ***Totes of Take Home Dishes & glasses***  ***- 1 of each tote per person*** | ***Bags of Take Home Linen*** |
|  | 4 x fitted tablecloths |
|  | 4 x fitted tablecloths |
|  | 8 x round tablecloths |
|  | 8 x round tablecloths |
|  | Overlays |
|  | Napkins |
|  | Any leftover linens |
|  |  |
|  |  |