

fi 101

FIRST IMPRESSIONS

Because you never get a second chance to...you know.



**CROSSROADS IS ABOUT
CONNECTING SEEKERS TO A COMMUNITY
OF GROWING CHRIST-FOLLOWERS
CHANGING THE WORLD.**



FI MISSION



As the First Impressions (FI) team,
**WE'RE PASSIONATE ABOUT
CREATING LOVING ENVIRONMENTS
THAT ENABLE PEOPLE TO
EXPERIENCE GOD.**



OUR MINDSET **COMMIT TO W.O.R.D.**

WORTH: Every individual we interact with has infinite worth, and we will love them no matter the cost to ourselves.

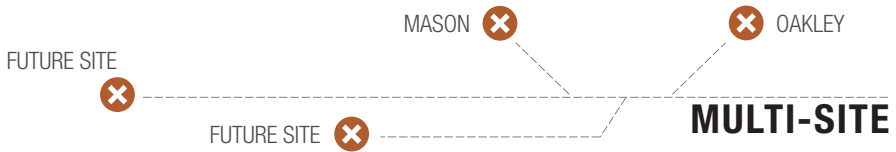
OPEN HANDS: We practice body language that reflects a posture of “open hands.” We make direct eye contact often, smile sincerely, and invite people into a place where they might encounter God.

RESPONSIBILITY: We take personal responsibility for (“we own”) every interaction we have with someone. We walk people to where they need to go in the building (instead of simply pointing the way). We only “hand someone off” to another person once.

DOING OUTRAGEOUS, EXTRAVAGANT ACTS OF LOVE: What feels like love to you? It could be as simple as donuts (we love donuts) and coffee, or something on a much different scale. We pay attention to what is going on around us and respond with extravagant love.

FIRST IMPRESSIONS STRATEGY

Within our team are various responsibilities, but ultimately we are a collective body responsible for the new(er) attendee's experience.



We want every Crossroads site to be a **loving environment** where people can **experience God**.

Our goal is to replicate the Crossroads experience from site to site. That demands consistent systems that provide a similar experience for anyone who attends.



FIRST IMPRESSIONS VISION
WEEKEND

fiWEEKEND
EXPERIENCE

We do the simple things. We keep toilet paper rolling, coffee piping, cars un-crash-ing, paper recycling. And when we finish, we look around and see what more we can do. So join the love crew. Check out the serving list, find what suits you best, and we'll help settle you into some good, new-fashioned fun. And every “task” is super easy and backed with instruction, so you get to focus on the people—not the work. ☒

FIRST IMPRESSIONS VISION

WEEKDAY

fiWEEKDAY

E X P E R I E N C E

We do the simple things to create a loving environment Monday through Saturday—all the times we're not holding services. So whether you're here brewing coffee and playing host or swinging by after work to scrub a sink or hold doors open for an event, you're a huge part of what people experience as "Crossroads." ☒

fiWEEKEND EXPERIENCE

SERVING OPPORTUNITIES

ATRIUM / AUDITORIUM: Open doors, show seats, collect offering, and lead the way to the cry room, the bathroom, the prayer room. Generally, just be a smiley tour guide, full of grace and good directions.

AUDIO: Hang out in audio land: organize the recordings, help duplicate CDs and hand out the free stuff. (No techie skills required.)

COFFEE: Brew it, stock it, serve it (and yeah, wipe it back up). Everything's pre-measured and just takes a big black button push. The community will adore you. *Additional training required.*

FACILITIES: We make this place look good for our friends. Pick up cups and programs, sweep some stairs, tidy the stalls. And join the FI Weekday Team if you want some longer, elbow-greasier projects (like landscaping, plumbing and painting).

INFO CENTER: Welcome the questions and give people what they need, whether that's giving directions, talking through ways to get connected or handing back a lost set of keys. *Additional training required.*

fiWEEKEND EXPERIENCE

MORE SERVING OPPORTUNITIES

NEW TO CROSSROADS: Be a consistent, caring and low-pressure point of contact for people walking into Crossroads for the first few times. This could mean a conversation, tour, question answered or just general context for what we're doing here and what we're about. *Additional training required.*

PARKING: Be the first face to welcome our friends to Crossroads. Help drivers get in and get out, with nice smiles and big gestures. We give you glowing jackets, of course, and fun hats are optional. No one's ever been hospitalized (yet). *Please arrive 45 minutes prior to service times.*

Generally, Weekend Teams check in 30–45 minutes prior to service times.

fiWEEKDAY EXPERIENCE SERVING OPPORTUNITIES

We think our space at 3500 Madison Road is pretty sweet and should be used as a blessing to our community. So we've opened up the Atrium so people can have meetings, hang out with friends, or have a quiet place to read or pray.

3500 Open is open six days a week. Weekday serving blocks are two hours long and run from 6am–9pm (except during weekend services). There is no 3500 Open on Saturday evening and Sundays, in order to focus on weekend services and getting the building in shape for the upcoming week.

3500 OPEN: Play host to the walk-ins: brew their coffee, point out the WiFi, wipe down tables, answer random questions and make new friends. You'll meet everyone from university students to the mailman. *Additional training required.*

FACILITIES: Help keep the building looking top-notch by picking up trash, stocking restrooms, running the Kaivac (once you're on the "inside," we'll show you the magic). And we can always use some landscapers, painters and other handy folks.

ONBOARDING

SOME BASICS

1. Keep your commitment. Tell us when you're serving, then show up—and come on time, for the love.
2. What to wear? Keep it clean and tasteful.
3. Don't take the closest parking space. Make room for our friends. Park at the Annex or the back gravel lot.
4. Exceed the expectations of everyone who comes through the door.
5. If you believe in what you're doing, tell your friends, and invite them to come along.
6. On the weekend teams, serve for an entire service, and go to a different service. On the weekday teams, serve in a regular time slot. Be reliable.
7. Finally, if you see something that needs to be done, do it! You're a part of something greater than yourself, so act the part.

FIRST IMPRESSIONS VISION

HOW WE FUNCTION

We serve in blocks of time based around weekend services, and share team members based on **major** and **minor serving roles**.

MAJOR: your primary role on a team

MINOR: a secondary role you're comfortable helping with in your downtime; it complements your major

MAJOR / MINOR COMPATIBILITY FOR WEEKEND EXPERIENCE

If your **MAJOR** is:

Then your **MINOR** can be:

ATRIUM / AUDITORIUM

AUDIO, COFFEE, FACILITIES

AUDIO

COFFEE, ATRIUM / AUDITORIUM

COFFEE

COFFEE (YEAH, WE LOVE COFFEE.)

FACILITIES

ATRIUM/AUDITORIUM, AUDIO, COFFEE, IC, NEW TO CR

INFO CENTER (IC)

AUDIO, COFFEE, FACILITIES

NEW TO CR

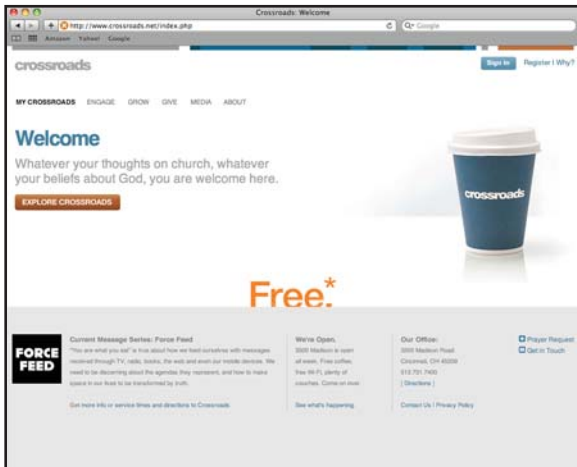
AUDIO, COFFEE, ECO, FACILITIES, IC

PARKING

COFFEE, FACILITIES

Be sure to register at **crossroads.net** to get the inside scoop on all things FI, like team info and schedules.

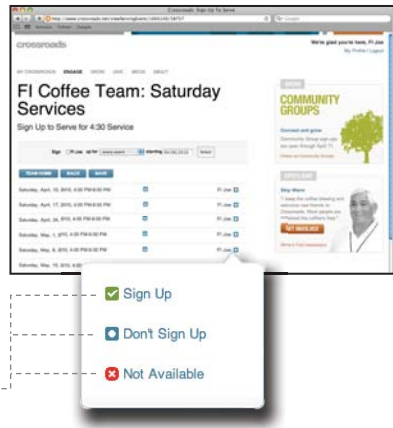
It's easy to do. Simply click "Register" in the top right-hand corner of the screen, create a username and provide your email address. That's it.



HOW TO SIGN UP TO SERVE

1. Go to **crossroads.net** and sign in.
2. Go to “My Teams” on the right side of the page, and click on your team.
3. Click “Sign Up to Serve” in the blue box.
4. Select the service time you want to serve.

- You'll then see a list of dates and times for all the available serving opportunities.
- You can sign up every week, every other week, OR you can sign up for individual days.
- To sign up for every week or every other week, use the gray box at the top of the page: click the box next to your name and use the drop down arrow to select your option.
- To sign up for individual days, move your cursor over the button next to your name, select one of three choices: -----



5. Click “Save” after every choice.

The dates you select will appear in the “My Events” section of the page and show your upcoming serving dates.

You will receive an email reminder for the dates you sign up.

If you become unavailable after signing up, just change your choice to “Don't Sign Up” and click “Save.”

Q. WHAT IS SUCCESS?



A.

**PEOPLE FEELING FREE TO FOCUS
ON PEOPLE—NOT THE TASK.**



DID YOU KNOW?

crossroads oakley

The building has 262,000 square feet, and the Auditorium has 3,500 seats.

There are two elevators: one in Kids' Club and one at the west end of the Auditorium entrance.

There are 58 restrooms. Most have diaper-changing tables.

We are one of the largest coffee brewing setups in the city, who knows, possibly the world—brewing 350 gallons of coffee every weekend.

There are 1,752 parking spots (main lot + motorcycle + Annex + gravel lot).

There are four rings of catwalks that traverse the entire Auditorium.

Most importantly, there are cup holders at every seat.

WHAT IS FI? First Impressions (FI) is a team of volunteers that creates loving environments to help people experience God. From directing cars to handing out pens and programs, the FI Team does it. So if you like being a host—or at least can open five pounds of front door—join FI. You can choose between opportunities in Oakley or Mason, both on the weekend and during the week (Oakley only).

HOW DO I START SERVING? Sign up for FI 101, where you will get a behind-the-scenes look at how FI operates, and even begin your serving role. FI 101 meets from 10–11:30am every Sunday in Oakley.

HOW DO I CHOOSE A TEAM? You can select a team by the time, day, type of team environment or some of the basic tasks involved. You can get started serving right away by signing up for FI 101. Where are the greatest needs? Parking, 3500 Open and Facilities are the areas where you are needed most.

HOW LONG AM I COMMITTED TO THIS ROLE? There's no specific commitment, though we do ask that you try serving on a team at least three times when you get started. Once you're settled on a team, tell us how long you see yourself in your serving role. You can also tell us if you need to take off every Sunday the Bengals are playing at home, or if you need to switch to a different team because your ex-girlfriend is now serving on the Coffee Team. Just contact your FI Coordinator to switch teams. Your team leader will also check with you periodically to see how your role fits, or if there might be another role you prefer.

MORE FAQs

WHAT IS THE TIME COMMITMENT FOR SERVING? The typical time block for serving is called a “serving block.” For Weekend Teams, it’s about equal to hanging out at Crossroads for an additional service time. Weekday serving blocks are usually two hours long.

WHAT KIND OF TRAINING DO I NEED TO SERVE IN FI? Serving in FI is simple. We can teach you everything you need to know. When you choose a team, we’ll train you in the basics of your role, and we’ll pair you up with a buddy who will show you the ropes.

WHAT DO I DO WITH MY KIDS WHILE I’M SERVING? During weekend services your kids can hang out in Kids’ Club, if they aren’t serving with you. If you’ll be serving at one service and attending another, your kids older than three years can hang out in Adventure Club.* Just ask for assistance when you check-in at the e-Check-In kiosks in Kids’ Club. If they’re under three, they can spend an additional service time in the same classroom where they go while you’re in service. During the week, we do not have childcare options available.

**Adventure Club is for kids from three years old through sixth grade to hang out with their friends while their parents are serving. Adventure Club is open during the first Saturday, and first and second Sunday services in Oakley and during the second service in Mason.*

CAN MY KIDS SERVE IN FI? We like enabling families to serve together, and your kids are welcome to serve alongside you. If you think you have a child prodigy who can serve alone, let’s talk. Remember, though, that just because they got a “Participant” ribbon at last year’s science fair does not mean they’re a prodigy (but God still loves them).

EVEN MORE FAQs

WHAT'S A LANYARD AND WHY ARE THERE DIFFERENT COLORS? Lanyards are the strings that you wear around your neck to keep your nametag in place. They are color-coded so that you can easily identify the people whom to ask questions or get directions. Yellow=volunteer in training. Black=volunteer that has completed training. Blue=leaders and staff.

WHAT SHOULD I WEAR? Keep it clean and tasteful. No political or religious messages on clothing.

WHERE SHOULD I PARK? We're working as a team to make Crossroads inviting to new attenders. Don't take the closest parking space. Make room for our friends; it might be their first day. Park at the Annex or the back gravel lot.

HOW OFTEN DO YOU WANT ME TO SERVE? You tell us how often you want to serve. We have volunteers who serve weekly, every other week or based on their unique availability. If you're serving too much, we'll let you know. We all need rest.

HOW DO I SIGN UP TO SERVE EACH WEEK? Each team handles their own scheduling of volunteers using features on crossroads.net. Make sure you become a registered user to take full advantage of Crossroads' website. Your team leader will explain the process to you.

EVEN MORE FAQs

WHERE DO I GO TO SERVE? Each team handles this a bit differently, but your team leader will tell you where to go. You'll check in with your team leader each time you serve.

WHAT IF I WANT TO HELP WITH SPECIAL PROJECTS, LIKE LANDSCAPING OR CONSERVATION / ECO AWARENESS? We consider these secondary serving roles—ones that you volunteer for in addition to your regular Weekday/Weekend Team role. Just contact us at fi101@crossroads.net and we'll let you know when a project is in need of volunteers.

WHAT IF I HAVE ADDITIONAL QUESTIONS? Email us at fi101i@crossroads.net with other questions, comments and concerns.

crossroads oakley