

Brook Store

MINISTRY TEAM ORIENTATION

The Brook Store Team supports the ministry of the Word as a part of the Resources/Duplication Ministry (Acts 6:1-7). Brook Store Team Members serve by offering information and providing Media Resources for purchase. This team serves at the desk located just outside the Worship Room doors.

Serving effectively as a member of the Brook Store Team requires knowledge of the following:

Team Schedule

Team Members serve for two hours (8:30 a.m.-10:30 a.m., 10:30 a.m.-12:30 p.m. or 5:30 p.m.-7:45 p.m.). They are asked to serve a minimum of two Sundays per month. In the event that a team member cannot serve on their scheduled week, they are to contact other team members to find a substitute. In the event that they cannot find a substitute they should contact Darlene Phillips, Team Leader, at (205) 746-7305, dp1545@att.com.

Identification

Team members are requested to wear their nametags every time they serve. Nametags are located at the Brook Store Desk. If a new nametag is needed, one may be requested at the Brook Store Desk or by contacting Marcia Foxworthy Resources Ministry, (205) 313-7788, mfoxworthy@brookhills.org.

People Skills

The most significant role for this team is the ability to be gracious and welcoming to guests. Make eye contact, be the first to speak and smile. Only Team Members are to be behind the desk and the desk should not be left unattended.

Two-Way Radios

Radios are provided for communication with the Assimilation Ministry Teams and for emergencies (see the attached Emergency Protocol). The first team member to arrive at 8:30 a.m. will check out a radio in the Coat Room for the morning services and the last team member at the desk will check it back in after the second service. A card listing the radio stations for all the teams is posted on the desk. The Brook Store station number is 1.0.

Brook Store Notes

The Brook Store Notes clipboard is updated weekly with the most current ministry information. Team members need to read the notes when arriving at the desk to serve.

Resources and Information

The following resources and information will be available at the Brook Store Desk:

- Bibles
- Pens
- Misc. resources
- The "This Week at Brook Hills" folder contains a print out of all events for the upcoming week and also the contact information for the housekeeping staff person on call that morning.
- CDs, DVDs, and books.
- Extra Bibles are in the credenza by the elevator and brochures are in the desk drawer.
- Restock all literature and resources as needed during Worship Gatherings.

Computer Skills

Team members will operate the cash register, find information on the Brook Hills website, and look up information in the Arena database. A detailed computer orientation will be provided for all team members (see the attached orientation checklist).

Campus Map

Team members are asked to review the campus map and become familiar with the various locations around the campus.

Child Check-In

Team members need to be familiar with the following check-in locations:

- All first-time guests at Welcome Central regardless of age
- Preschool on first floor (birth - kindergarten)
- Children on third floor (grade 1 - grade 5)
- Students at the Student Building located down the hill (grade 6 - grade 12)

Emergency Protocol

Welcome Central is the primary contact for the ER Team in an emergency. Brook Store Team members are designated as back up to alert the Parking Team of the location of the emergency if an ambulance is called. This is why it is important for a radio to be at the desk at all times. The Parking Team radio station is 15.0. A deputy may also be contacted through the Parking Team at station 15.0.

AED (Automated External Defibrillator) Locations

Team Members may be asked to locate an AED in the event of an emergency. The AEDs are in the following locations:

- Welcome Desk
- Second floor reception desk
- Student Center

Donations and Other Items

Please do not accept donations at the Brook Store Desk. Drop-off is located just outside of Room 130. If another location is reserved for a donation to be dropped-off, it will be in the Brook Store notes. Also, members and guests may need to exchange items. Direct them to the Coat Room where there is a Drop-off and Pick-up shelf for this purpose.

Team members are welcome to contact the Resource/Duplication Ministry for any questions or needs:

Marcia Foxworthy, Resources Ministry, (205) 313-7788, mfoxworthy@brookhills.org.

Orientation Checklist:

Name: _____ Date: _____

SKILL

Date Completed

CASH REGISTER:

Log in to Counterpoint	_____
Complete Cash Sale	_____
Complete Check Sale	_____
Complete Credit Card Sale	_____
Complete Multiple Quantity Sale	_____
Complete Multiple Products Sale	_____
Complete Tax Override Sale	_____
Log off Counterpoint	_____
Close out Cash Registers and Put Money in Safe	_____
Shut Down Computers	_____