



Greater Shiloh
MISSIONARY BAPTIST CHURCH

Methods

And

Procedures *For*

Service

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**(All Official Forms are made available in Workroom or
can be emailed electronically).**

**We giving great consideration due to the pandemic of means for
each to stay connected for this process to work effectively.**

I. Overview

The MAPS is a set of processes and tools that will be used by the staff and ministries of this church to serve God and his people with excellence. These processes and tools are based on principles set forth in **“The Five Star Church” by Stan Toler and Alan Nelson.**

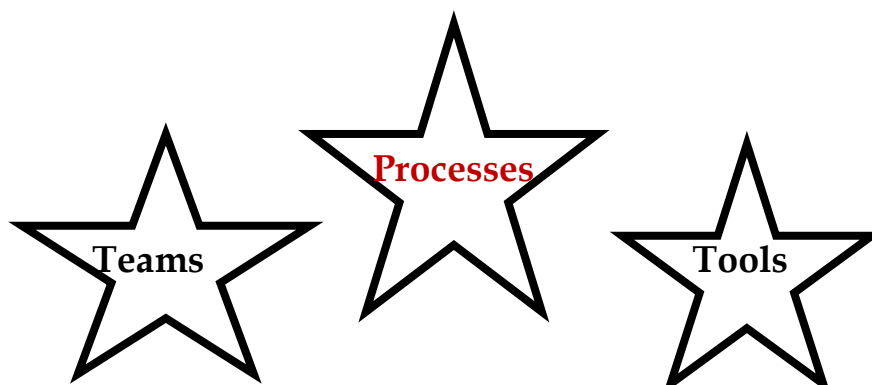
Ultimately our goal is to become 5 Star in every aspect of our service by utilizing the processes and procedures outlined in this document.

The Value of Using MAPS:

- Standard set of processes that can be used across the entire organization of the church
- A common set of tools to be used for all projects or events
- By knowing what to do and when to do it, will improve our level of service
- Processes are tailored to fit the needs of our church
- Processes that work well will be kept, those that do not work well will be changed or deleted

MAPS consist of three components:

- **Teams** - Each person will be part of a team such as the Worship Team, Youth Ministry Team, etc....
- **Processes** - Standard way of performing tasks
- **Tools** - Standard set of documents to be produced



II. Teams



Why teams? Unfortunately many churches such as ours are stuck in the 1950's structure of Deacon and Trustee management of church affairs. By continuing to function this way, we are quickly losing touch with the cultures in which we minister. Antiquated management styles cannot keep pace with drastic social change. Our objective is not to transform to the world but to change our strategy and do what is necessary in order to win a few for Christ as Paul suggested.

Through teams, decisions can be made quicker and more people can be involved in the process to create more efficient implementation. Advantages of working in teams are:

- They tend to be less bureaucratic or managerial in nature
- They thrive on tasks not meetings
- They focus more on participatory problem solving

Ecclesiastes 4: 9, 10 says, **“Two are better than one....”** The goal is to get people involved in the ministry together to problem solve. This is a better system than to use those who may be elected to oversee an area but who are not actually involved in that area. The goal is to gather input from a group of participants, not just the overseers.

Furthermore, using teams allows a significant amount of time to be invested in building relationships. Getting to know people, sharing stories, discussing burdens and joys, praying together and just spending time together are key components in team building. Committees and boards

tend to stick to the business at hand, which usually does not include team-building relationship exercises. When relationships are strong, the team is willing to work through critical issues involving change.

We have a team structure at this church that is designed to ensure all aspects of our mission and vision statements are implemented. With this structure, we have the capability to do things in an excellent manner. (See **Appendix A – Greater Shiloh Baptist Church Organization Chart**)

*“Building an effective team depends on putting the right people in the right places”
- Larry Gilbert*

III. Processes



Processes tell the members of the team what tasks are to be performed, when they are to be performed, and what tools will be used. The processes we will use are divided into three categories, they are: **Planning, Implementation and Evaluation.**

- **Planning**

All events must first be adequately planned and documented before they are held or implemented. Planning for all events should begin at least three months before the event if possible to ensure that everyone who is expected to participate is aware of what needs to be done and when it needs to be done.

Documentation of the event should be completed in order to determine its feasibility. **The Event Request** initiates your event. This documentation should express how the event will fulfill one of our five purposes of **Evangelism, Discipleship, Ministry, Fellowship, or Worship**, desired date for the event, ministry that will oversee the event and other pertinent information (See Appendix B- Event Request Form also provided in the workroom and **please place original in the Church Administrative Officer's Box or email after Director's Approval**).

The event should be **approved and signed by your Director** of the ministry coordinating the event. The Event Request Form should be submitted to Alicia **Church Administrative Officer** to be stamped as

being received, Pastor's final approval and inclusion on the church's calendar. **No** events will be held without approved documentation.

If the event is approved and other services will be required, those forms must be submitted as well. Those forms include:

- For food services, you must complete the **Culinary Service Request Form – See Appendix C- Culinary Request Form and also provided in the workroom and we can email. Please place original in the Church Administrative Officer's Box or email after Director's Approval).**
- For media services, you must complete the **Media Service Request Form – See Appendix D- Media Request Form also provided in the workroom and we can email. Please place original in the Church Administrative Officer's Box or email after Director's Approval).**
- For a special setup in the room where your event will be held, you must complete the **Facilities Setup Request Form – See Appendix E- Facilities Request Form also provided in the workroom and we can email. Please place original in the Church Administrative Officer's Box or email after Director's Approval).**
- For church related events or activities that require the use of the van, you must complete the **Van Request Form – (See Appendix F. Van Request Form also provided in the workroom and we can email. Please place original in the Church Administrative Officer's Box or email after Director's Approval).**
- If a purchase needs to be made for ministry supplies, an event, repairs, etc..., a form must be submitted in order to secure approval for the purchase (**See Appendix G- Purchase Request Form in Workroom**) Please see Business Affairs office or put in the Business Affairs Box in the work room. **Purchases made prior to an approved purchase request may not be honored and reimbursed.**

"It Pays to Plan Ahead. It wasn't raining when Noah built the Ark"

- **Implementation**



Once the event has been approved then the implementation tasks need to be performed to ensure the success of the event. These tasks will need to be documented, assigned an owner, with a start and completion date **(See Appendix H- Event Activity Form in workroom)**. This enables the team to work together, distribute duties, and track the progress of the event. It is the responsibility of the ministry leader whose ministry is coordinating the event to ensure that all tasks are completed on time.

Throughout the implementation phase, all team members should keep track of those tasks that have been assigned to them and report on their progress. If for any reason, a task cannot be completed by the required date, the team member should contact the ministry leader as soon as possible.

The **Event Activity Form** is not mandatory but can be used at the discretion of each ministry leader or director. **However, it is recommended that tasks are tracked in some uniform manner.**

- **Evaluation**



Quality-oriented organizations frequently seek information that can give them objective feedback as to how they are doing. Since we as a church are quality-oriented and service oriented, we should use tools to measure our service quality. Two such tools that can be used are surveys and feedback forms (See Appendix I - Example of a survey and Appendix J - Example of a feedback form).

Information is our friend! We should gather it but make sure it has validity. Therefore, we should make sure we obtain information from a representative number of individual to ensure a true perspective. We should gather feedback from new members, old members, persons within the ministry, persons outside the ministry, visitors, etc...

Information also should be gathered on a regular basis. If we obtain feedback too sporadically, we may miss key feedback that could make the ministry better. Regular feedback allows us to see patterns in our service that we may need to continue or change.

Once the information is gathered it should then be analyzed. If the analysis of the information requires a change in behavior or even a change in the duties of a particular team member don't be afraid or unwilling to make that change. Our ultimate goal is to provide quality service, first to God and then to his people.

Winston Churchill once said, "To improve is to change; to be perfect is to change often".

IV. Rewards and Recognition



“How did it go?” conversations should follow every significant ministry event. Debriefing meetings should be held to discuss what went well and what can be done better the next time around. This should occur soon after the event because we learn more while things are still fresh on our minds.

If the debriefing reveals a **“job well done”**, this needs to be recognized and rewarded. We must never fail to say thanks or good job; it’s theoretically and organizationally sound. By celebrating big and small accomplishments we avoid the reputation of being harsh taskmasters who are never satisfied and overly critical.

We must strive at our church to do things in a 5 Star manner so there must be criteria used to determine what is 5 Star and what is not (**See Appendix K- Five Star Criteria**). If based on the criteria, the event is deemed to be 5 Star then the **“Greater Shiloh 5 Star Award”** will be awarded to the ministry that hosted the event.

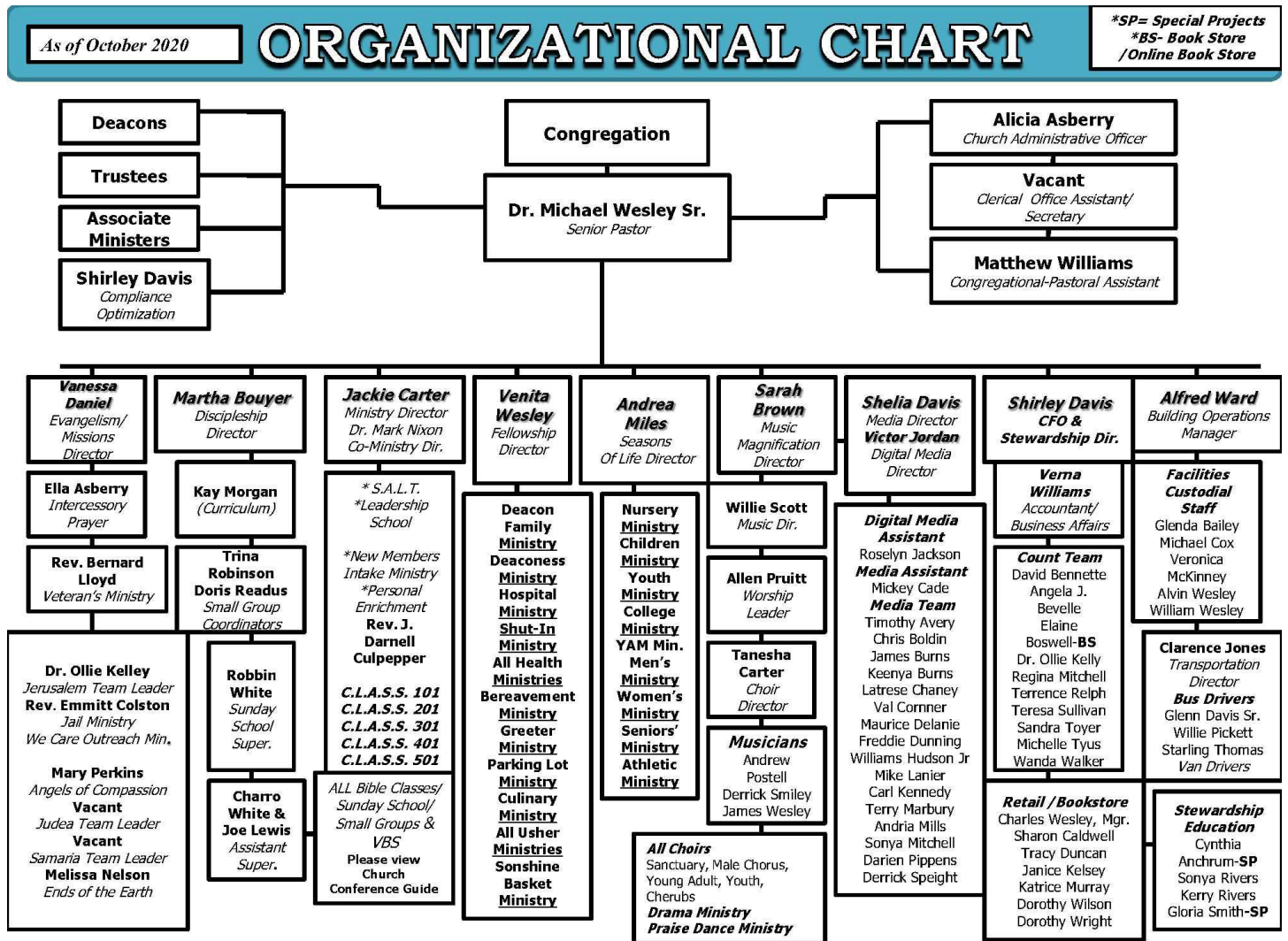
V. Additional Processes and Procedures

The following processes and procedures are also to be followed as it relates to Church Administration:

If you encounter something inside or outside of the church that needs to be prepared, a form should be submitted to the church office (**See Appendix L – Maintenance Request Form**) and placed in the Facilities Management Box in the work room.

For requests/tasks to be completed by the secretary, a form should be completed and submitted to the church office (**See Church Secretary Request Form**) and placed in the Church Secretary Box in the work room.

VI. Appendix A



VII. Appendix B

See Attached Event Request

VIII. Appendix C

See Attached Culinary Request

IX Appendix D

See Attached Media Request

X. Appendix E

See Attached Facilities Request

XI. Appendix F

See Attached Van/Transportation Request

XII. Appendix G

See Work Room or Business Affairs for Purchase Order

XIII. Appendix H

See Event Activity Form

**Note: All forms can be provided by email as well.
Please only use the actual form not the
MAPS process version.**

XIV. Appendix I

Sample Survey

How can we improve?

Please take a moment to help us improve your worship experience at Greater Shiloh Baptist Church. When you're done, please drop the questionnaire in the survey box in the foyer.

Service Quality

How often do you attend Greater Shiloh?

- ☐ Every Sunday
- ☐ More than once a month
- ☐ Less than once a month
- ☐ First time

Were you greeted warmly when you arrived? **(Please comment)**

- ☐ Yes
- ☐ No

Comment: _____

Which service do you generally attend?

- ☐ 8:00 o'clock
- ☐ 11:00 o'clock

Did the ushers aid you in finding a seat? **(Please comment)**

- ☐ Yes
- ☐ No

Comment: _____

Which best describes Praise & Worship?

- ☐ Lively
- ☐ Heart Warming
- ☐ Mediocre
- ☐ Boring

How would you rate the choir?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

How would you rate the sermon?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

Which best describes our devotion
(10:45 am service only)?

- ☐ Lively
- ☐ Heart Warming
- ☐ Mediocre
- ☐ Boring

Environment

Which best describes the sound
quality?

- ☐ Too Loud
- ☐ Just Right
- ☐ Not Loud Enough

Which best describes the temperature of the building?

- ☐ Too Warm
- ☐ Too Cold
- ☐ Just Right

Which best describes the atmosphere of the
church?

- ☐ Very Friendly
- ☐ Somewhat Friendly
- ☐ Not Friendly

Did you have any trouble parking? **(Please comment)**

- ☐ Yes
- ☐ No

Comment: _____

Additional Comments:

About You:

Name (optional)		Age Range (check one)	☐ 12 – 18
			☐ 19 – 30
Gender (check one)	☐ Male ☐ Female		☐ 31 – 45
			☐ 46 – 59
			☐ 60+

Thank you for your participation!

XV. Appendix J

Sample Feedback Form

Event _____ Date _____

Please give us your opinion of today's event. Your comments will help us improve future events. Please **circle** the number that corresponds with your level of agreement with each statement, with 1=strongly agree, 2=agree, 3=disagree, and 4=strongly disagree.

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. The event was well organized	1.....	2.....	3.....	4.....
2. The event was just the right length	1.....	2.....	3.....	4.....
3. The MC was well prepared	1.....	2.....	3.....	4.....
4. The participants in the event were well prepared	1.....	2.....	3.....	4.....

Please comment:

What did you enjoy most about the event?

What did you enjoy least about the event?

Other comments:

Thank you very much!

Please return your completed feedback form to: _____



Dr. Michael W. Wesley Sr., Pastor

XVI. Appendix K

Five Star Evaluation Criteria

Directions: Please rate the event using the following questions. Put the point totals for each answer in the blank, add them up, and put the total in the Total line.

22-25 = 5 Star 18-21 = 4 Star 14-17 = 3 Star 10-13 = 2 Star 9 & Below = 1 Star

1. Did it fulfill one of the biblical purposes? _____

Yes = 5 points

No = 0 points

2. Was the MAPS Process followed during planning and implementation? _____

Completely Followed = 5 points

Somewhat Followed = 3 points

Not Followed = 0 points

3. What was the level of member participation? _____

Full Participation = 5 points

Moderate Participation = 3 points

Minimal Participation = 1 point

4. Was the event evaluated? _____

Yes = 5 points

No = 0 points

5. Was there a recognition, acknowledgement, or celebration? _____

Yes = 5

No = 0

Total _____

Comments: _____



Greater Shiloh
MISSIONARY BAPTIST CHURCH

Dr. Michael W. Wesley Sr., Pastor



XVII. Appendix L

GSMBC Maintenance Request

MAINTENANCE REQUEST

(Please Fill Out Separate Form for All Issues)

Please keep in mind all of the Safe and Sanitizing Service that will be administered here at Greater Shiloh during the COVI-19 Pandemic.

DATE SUBMITTED _____

REQUESTED BY _____ **PHONE NUMBER** _____

DESCRIPTION OF WORK TO BE DONE

LOCATION IN BUILDING _____

JOB COMPLETED BY _____

DATE JOB COMPLETED _____

Return Form to Facilities Management Office upon Completion

Initialed By: _____

XVIII. Secretary Request Form



Secretary Request Form

Phone: 205-925-5972, Ext. 212

Please complete this form for requests/tasks to be completed by the Church Secretary & return to the (Church Administrative Officer's Box). **Special Instructions: All big screen Media Announcement can only be 2 minutes in length and must be placed on this form for Big Screen. Please be advised of our COVID-19 safety guidelines for the church and all activities.**

(Copies, address/phone number corrections/additions, church announcements)

Name: _____ Date _____

Request: ☐ Copies # of copies requested _____/Page #s (if a book) _____

☐ Sick & Shut In update: Name of person to be added to list _____

☐ Bulletin Announcement: _____

☐ Demographic Update (please update Demographic information below):

____ Address ____ Phone # ____ Other

Address: _____

Phone Number(s): _____

Other: _____

Please Note:

If you are requesting copies of booklets; pamphlets; brochures; handouts, newsletters; etc. that will be used for distribution to a class, for a meeting or for the general masses of Greater Shiloh Missionary Baptist Church, please submit your request within 24-48 hours prior to the day and time of your event. Items can also be sent electronically for you to print.