

CHURCH STAFF



DEVOTIONS &
DEVELOPMENT

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QUOTE

The highest form of worship is the worship of unselfish Christian service. Billy Graham

ACTIONS STEPS

1. *Discuss: What is the difference between working for the church and working on the church?*
2. *What worthwhile work are we empowering and allowing the church to do?*
3. *Bless the team members in your department with empowerment to be front line ministry leaders.*

QUESTIONS

What if the whole church had a mindset of being an employee?

What if every member looked at themselves as the front line to customer service?

ARE YOUR CHURCH MEMBERS CUSTOMERS OR EMPLOYEES?

Are your church members more like customer or employees? Customers shop, they receive, they are served, helped, assisted with an end goal of being satisfied with a product or service. Employees help the customer. They put the customer first. No matter the job of the employee, the end result should always be a vision to provide something for the customer.

Church leaders should think of every church member as an employee – empowering them to be the church. Church leadership and staff serve the employees (the internal customers – church members) and the employees are challenged, empowered, and invited to be the front line service to the community.

It's not a matter of church members becoming worker bees, while church pastors and leaders sit back and enjoy the time off – it's a full time job plus some to empower, equip and encourage employees to take customer service seriously.

Here are three characteristics church members need to see themselves as front line servants in customer service:

- 1) Church members need worthwhile work.** Christians are stewards of the greatest mission in all of history, yet we often see our role as so small. We must help our people discover this how worthwhile the work is.
- 2) Church members must be in control of achieving results.** When people know why they are serving and where they (and the rest of the organization) are going with it, they show up and bring everything they have to the table.
- 3) Church members must cheer each other on.** To generate energy, church members need to encourage each other. Celebrate the stories of reaching out and going over the top to reach the unchurched.

SCRIPTURE & PRAYER

For you, brethren, have been called to liberty; only do not use liberty as an opportunity for the flesh, but through love serve one another. Galatians 5:13

Love one another with brotherly affection. Outdo one another in showing honor. Romans 12:10

Show hospitality to one another without grumbling. 1 Peter 4:9

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