

# Service Coordinator Manual

## Table of Contents

<b>Overview</b>	<b>2</b>
<b>Setup Procedure</b>	<b>3</b>
<b>During the Service Procedure</b>	<b>5</b>
<b>Post Service Procedure</b>	<b>5</b>

# Overview

The Service Coordinator is a People Operations role in the Service Delivery Department at House of Praise that is designed to ensure all impediments arising from teammates serving during the execution phase of the Church service are cleared.

These impediments/roadblocks are cleared majorly by ensuring each team member has received and completed their Checklist as well as the Service Agenda for the day.





If there are any other issues that arise before the service begins, please escalate to the Team Lead for resolution immediately.

## **Note:**

- Ensure you arrive at least 1 hour before service begins to ensure adequate time to effectively complete all procedures before the service begins.
- All documents ([Service Agendas](#) and [Production Checklists](#)) can be found in the shared Service Delivery folder in [Google Drive](#):

Shared with me > Service Delivery Team - HOP ▾ 👤



Name	Owner	Last modified	↑	File size
 2022 Agendas				
 Orientation Info	Chinny Oniovosa	19 Feb 2022 Chinny Oniovosa		—
 Service Delivery Agreement.pdf 👤	Chinny Oniovosa	11 Feb 2022 Chinny Oniovosa		70 KB
 Service delivery Schedule & Rotations.... 👤	Chinny Oniovosa	11:35 Chinny Oniovosa		59 KB
 PRODUCTION CHECKLIST_HOP/IGNITE 👤				

## Setup Procedure

- Upon entry to the Church building, after registration, drop your belongings at your workstation and head towards the admin office to print service documents
- Once you enter the office, log in to the computer at on the last row of the office to unlock the computer

**Note:** The password to the computer is: “xxxxxxxxxx”

- Once logged in, open an internet browser and open the email sent out by the team lead which includes the agenda for the day. Agendas can also be found in the Service Delivery Folder on Google Drive
  - Print out 15 copies of the agenda (Ensure this is printed in Legal Paper, Landscape Mode and Single Sided)
  - Printer Credentials:
    - Print Usercode: xxxx
    - Print Passcode: xxxx
- Additionally, open the Service Delivery Folder on Google Drive and print out 1 copy of each of the following checklists (Ensure this is printed in Legal Paper/A4, Landscape Mode and Single-Sided):
  - LED Wall, LiveStream, In House ProPresenter, Sound, Stage Management, Service Coordinator, Technical Director, Lighting
  - Printer Credentials:
    - Print Usercode: xxxx
    - Print Passcode: xxxx
- Once you have printed both sets of documents, head to the printer located at the west end of the office upon entry to pick up printed documents.
  - If documents have not been printed, click on the energy saver(moon crescent icon) to activate the printer to start printing the jobs in its cart

- Head back to the Sanctuary to deliver documents to the rest of the team and ensure each member checks in before and after the service (this should include your check-in signature before and after the service as well)
- **Note:** In the case where team members are unavailable, please check the schedule on ccb and check to ensure that the individual has accepted their scheduled assignment. In the case of a decline, escalate to the Team Lead immediately.

## During the Service Procedure

- If there are any issues during the service, assist the responsible party in resolving issue and if needed, involve the Troubleshooting team to resolve them
- Liase with other House of Praise teams outside of Service Delivery if needed to ensure a smooth flow and delivery of each service/program/event

## Post Service Procedure

- After the service, ensure that all team members are gathered together for the team 15-minute stand-up meeting.
- Document any persistent issues highlighted during the meeting that require further investigations