**First Serve Process**

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| **Step** | **Description** | **Responsibility** |
| First Serve | First Serves are an easy, “no strings attached” way to get connected at Word of LIFE. They provide opportunity to explore areas of service while helping people to discover their interests, passions and how best to fit into the Word of Life community. First Serves offer to serve one time in a specific ministry and then evaluate their thoughts on the experience.  There are three ways to sign up. 1) Complete a First Serve Card [found at the info center and in the pews] and return the completed card to the info center or place them in the offering, or 2) Sign-up digitally through wordoflifeag.org | Church Volunteer |
| First Serve Request Received | Enter manually submitted requests into CCB. If submitted digitally, match the interested party to their profile or set-up a new profile in CCB. | Executive Assistant |
| Notify Ministry Director of request | Either through CCB or manually notify the Ministry Director of the First Serve | Executive Assistant |
| Schedule First Serve | The Ministry Director will contact the interested volunteer and:   1. Thank them for their interest in doing a first-serve 2. Schedule them for their first-serve or audition 3. Ensure you have someone modeling the process for them, showing various opportunities to the interested volunteer   Note: The volunteer should not be given responsibility – this is an opportunity to observe. In areas involving minors, the volunteer will not be left alone with a minor or have responsibility for teaching, taking children to the restrooms, answering questions, etc. | Ministry Director |
| Debrief with Volunteer | Follow-up with the Volunteer, to determine if the person found a fit in that specific ministry.   * If not, inform the Executive Assistant so the volunteer can be redirected. * If the volunteer is interested in continuing with this specific ministry, take necessary next steps (specific to each ministry) | Ministry Director |
| Not a Fit | Executive Assistant will consult volunteer and direct them to another First Serve opportunity. | Executive Assistant |