

# fi 101

FIRST IMPRESSIONS

Because you never get a second chance to...you know.



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**CROSSROADS IS ABOUT  
CONNECTING SEEKERS TO A COMMUNITY  
OF GROWING CHRIST-FOLLOWERS  
CHANGING THE WORLD.**

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FI MISSION



As the First Impressions (FI) team,  
**WE'RE PASSIONATE ABOUT  
CREATING LOVING ENVIRONMENTS  
THAT ENABLE PEOPLE TO  
EXPERIENCE GOD.**



OUR MINDSET  
**COMMIT TO W.O.R.D.**

**WORTH:** Every individual we interact with has infinite worth, and we will love them no matter the cost to ourselves.

**OPEN HANDS:** We practice body language that reflects a posture of “open hands.” We make direct eye contact often, smile sincerely, and invite people into a place where they might encounter God.

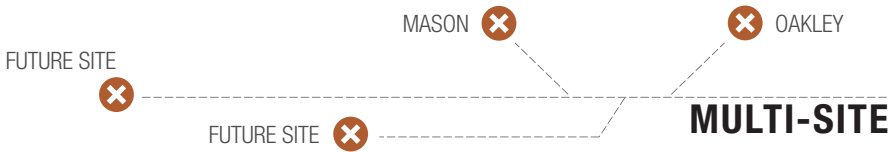
**RESPONSIBILITY:** We take personal responsibility for (“we own”) every interaction we have with someone. We walk people to where they need to go in the building (instead of simply pointing the way). We only “hand someone off” to another person once.

**DOING OUTRAGEOUS, EXTRAVAGANT ACTS OF LOVE:** What feels like love to you? It could be as simple as donuts (we love donuts) and coffee, or something on a much different scale. We pay attention to what is going on around us and respond with extravagant love.

## FIRST IMPRESSIONS STRATEGY

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Within our team are various responsibilities, but ultimately we are a collective body responsible for the new(er) attendee's experience.



We want every Crossroads site to be a **loving environment** where people can **experience God**.

Our goal is to replicate the Crossroads experience from site to site. That demands consistent systems that provide a similar experience for anyone who attends.



# fiWEEKEND

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E X P E R I E N C E

We do the simple things. We keep toilet paper rolling, coffee piping, cars un-crash-ing, paper recycling. And when we finish, we look around and see what more we can do. So join the love crew. Check out the serving list, find what suits you best, and we'll help settle you into some good, new-fashioned fun. And every “task” is super easy and backed with instruction, so you get to focus on the people—not the work. ☒

## fiWEEK<sup>END</sup> EXPERIENCE

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### SERVING OPPORTUNITIES

**ATRIUM / AUDITORIUM:** Open doors, show seats, collect offering, and lead the way to the cry room, the bathroom, the prayer room. Generally, just be a smiley tour guide, full of grace and good directions.

**COFFEE:** Brew it, stock it, serve it (and yeah, wipe it back up). Everything's pre-measured and just takes a big black button push. The community will adore you. *Additional training required.*

**FACILITIES:** We make this place look good for our friends. Pick up cups and programs, sweep some hallways, tidy the stalls.

**NEW TO CROSSROADS:** Be a consistent, caring and low-pressure point of contact for people walking into Crossroads for the first few times. This could mean a conversation, tour, question answered or just general context for what we're doing here and what we're about. *Additional training required.*

## fiWEEKEND EXPERIENCE MORE SERVING OPPORTUNITIES

**PARKING:** Be the first face to welcome our friends to Crossroads. Help drivers get in and get out, with nice smiles and big gestures. We give you glowing jackets, of course, and fun hats are optional. No one's ever been hospitalized (yet). *Please arrive 45 minutes prior to service times.*

**SET UP / TEAR DOWN:** Since we're renting space at Mason Middle School, everything has to be set up and then moved out again every Sunday. Help hang signs, roll in carts, and throw down rugs, or help put them all away after services. *Set-up happens from 7:30–9am and tear-down from 12–1pm.*

**Generally, Weekend Teams check in 30–45 minutes prior to service times.**

## ONBOARDING

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### **SOME BASICS**

1. Keep your commitment. Tell us when you're serving, then show up—and come on time, for the love.
2. What to wear? Keep it clean and tasteful.
3. Don't take the closest parking space. Make room for our friends. Park in the rear of the building near the arena.
4. Exceed the expectations of everyone who comes through the door.
5. If you believe in what you're doing, tell your friends, and invite them to come along.
6. On the weekend teams, serve for an entire service, and go to a different service.
7. Finally, if you see something that needs to be done, do it! You're a part of something greater than yourself, so act the part.

## FIRST IMPRESSIONS VISION

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### HOW WE FUNCTION

We serve in blocks of time based around weekend services, and share team members based on **major** and **minor serving roles**.

**MAJOR:** your primary role on a team

**MINOR:** a secondary role you're comfortable helping with in your downtime; it complements your major

# MAJOR / MINOR COMPATIBILITY FOR WEEKEND EXPERIENCE

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If your **MAJOR** is:

Then your **MINOR** can be:

**ATRIUM / AUDITORIUM**

**AUDIO, COFFEE, FACILITIES**

**COFFEE**

**COFFEE (YEAH, WE LOVE COFFEE.)**

**FACILITIES**

**ATRIUM/AUDITORIUM, AUDIO, COFFEE, IC, NEW TO CR**

**NEW TO CR**

**AUDIO, COFFEE, ECO, FACILITIES, IC**

**PARKING**

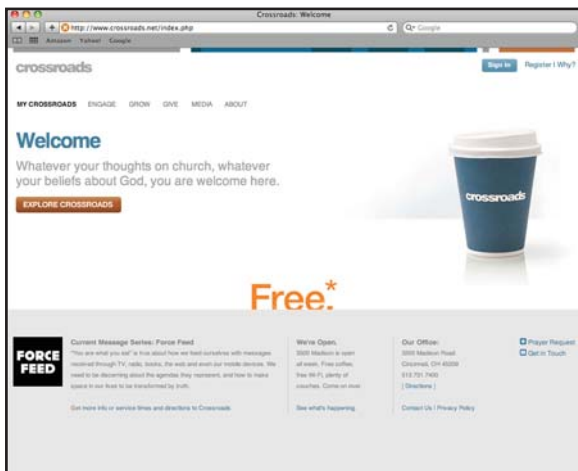
**COFFEE, FACILITIES**

**SET UP / TEAR DOWN**

**ATRIUM/AUDITORIUM, COFFEE, FACILITIES, NEW TO CR**

Be sure to register at **crossroads.net** to get the inside scoop on all things FI, like team info and schedules.

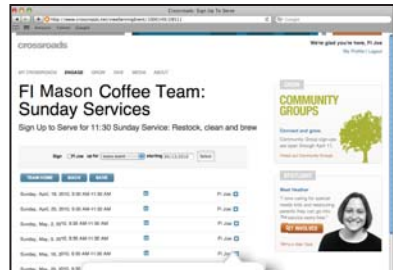
It's easy to do. Simply click "Register" in the top right-hand corner of the screen, create a username and provide your email address. Select Crossroads as your "home church" and Mason as the location you typically attend. If you've already registered, sign in and click "My Profile" in the upper right corner. Make sure Mason is selected as your Crossroads site on the "basic" tab of your profile. That's it.



# HOW TO SIGN UP TO SERVE

1. Go to [crossroads.net](https://crossroads.net) and sign in.
2. Go to “My Teams” on the right side of the page, and click on your team.
3. Click “Sign Up to Serve” in the blue box.
4. Select the service time you want to serve.

- You'll then see a list of dates and times for all the available serving opportunities.
- You can sign up every week, every other week, OR you can sign up for individual days.
- To sign up for every week or every other week, use the gray box at the top of the page: click the box next to your name and use the drop down arrow to select your option.
- To sign up for individual days, move your cursor over the button next to your name, select one of three choices: -----



5. Click “Save” after every choice.

The dates you select will appear in the “My Events” section of the page and show your upcoming serving dates.

You will receive an email reminder for the dates you sign up.

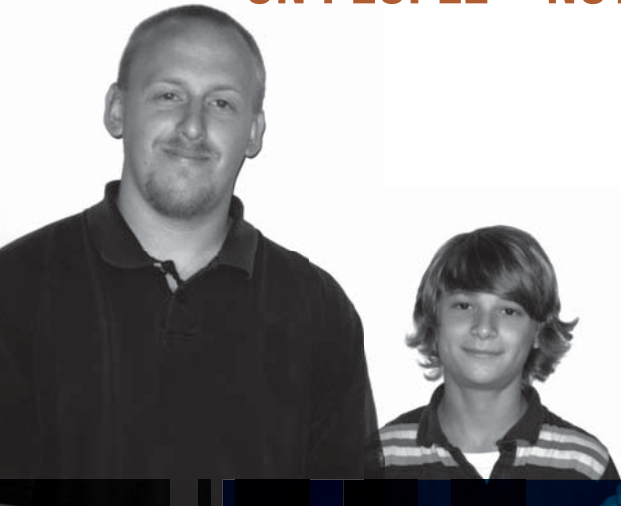
If you become unavailable after signing up, just change your choice to “Don't Sign Up” and click “Save.”

# Q. WHAT IS SUCCESS?



# A.

**PEOPLE FEELING FREE TO FOCUS  
ON PEOPLE—NOT THE TASK.**



DID YOU KNOW?

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**crossroads**mason

Crossroads rents the space from the Mason School District at Mason Middle School.

The “Green Mile” hallway isn’t really a mile long. It’s 200 yards and takes the average person 2.5 minutes to walk from end to end.

The Auditorium seats 740 people.

A Crossroads storage truck carries supplies back and forth each week from Crossroads Oakley to Crossroads Mason. (And it doesn’t count as a “temporary sign.”)

There are 691 parking spots (183 in front and 508 in back.)

**WHAT IS FI?** First Impressions (FI) is a team of volunteers that creates loving environments to help people experience God. From directing cars to handing out pens and programs, the FI Team does it. So if you like being a host—or at least can open five pounds of front door—join FI. You can choose between opportunities in Oakley or Mason, both on the weekend and during the week (Oakley only).

**HOW DO I START SERVING?** Sign up for FI 101, where you will get a behind-the-scenes look at how FI operates, and even begin your serving role. FI 101 meets from 9:30–11am every Sunday in Mason.

**HOW DO I CHOOSE A TEAM?** You can select a team by the time, day, type of team environment or some of the basic tasks involved. You can get started serving right away by signing up for FI 101. Where are the greatest needs? Parking, 3500 Open and Facilities are the areas where you are needed most.

**HOW LONG AM I COMMITTED TO THIS ROLE?** There's no specific commitment, though we do ask that you try serving on a team at least three times when you get started. Once you're settled on a team, tell us how long you see yourself in your serving role. You can also tell us if you need to take off every Sunday the Bengals are playing at home, or if you need to switch to a different team because your ex-girlfriend is now serving on the Coffee Team. Just contact your FI Coordinator to switch teams. Your team leader will also check with you periodically to see how your role fits, or if there might be another role you prefer.

## MORE FAQs

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**WHAT IS THE TIME COMMITMENT FOR SERVING?** The typical time block for serving is called a “serving block.” For Weekend Teams, it’s about equal to hanging out at Crossroads for an additional service time.

**WHAT KIND OF TRAINING DO I NEED TO SERVE IN FI?** Serving in FI is simple. We can teach you everything you need to know. When you choose a team, we’ll train you in the basics of your role, and we’ll pair you up with a buddy who will show you the ropes.

**WHAT DO I DO WITH MY KIDS WHILE I’M SERVING?** During weekend services your kids can hang out in Kids’ Club, if they aren’t serving with you. If you’ll be serving at one service and attending another, your kids older than three years can hang out in Adventure Club.\* Just ask for assistance when you check-in at the e-Check-In kiosks in Kids’ Club. If they’re under three, they can spend an additional service time in the same classroom where they go while you’re in service.

*\*Adventure Club is for kids from three years old through sixth grade to hang out with their friends while their parents are serving. Adventure Club is open during the second service in Mason.*

**CAN MY KIDS SERVE IN FI?** We like enabling families to serve together, and your kids are welcome to serve alongside you. If you think you have a child prodigy who can serve alone, let’s talk. Remember, though, that just because they got a “Participant” ribbon at last year’s science fair does not mean they’re a prodigy (but God still loves them).

## EVEN MORE FAQs

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**WHAT'S A LANYARD AND WHY ARE THERE DIFFERENT COLORS?** Lanyards are the strings that you wear around your neck to keep your nametag in place. They are color-coded so that you can easily identify the people whom to ask questions or get directions. Yellow=volunteer in training. Black=volunteer that has completed training. Blue=leaders and staff.

**WHAT SHOULD I WEAR?** Keep it clean and tasteful. No political or religious messages on clothing.

**WHERE SHOULD I PARK?** We're working as a team to make Crossroads inviting to new attenders. Don't take the closest parking space. Make room for our friends; it might be their first day. Park in the rear of the building, near the arena.

**HOW OFTEN DO YOU WANT ME TO SERVE?** You tell us how often you want to serve. We have volunteers who serve weekly, every other week or based on their unique availability. If you're serving too much, we'll let you know. We all need rest.

**HOW DO I SIGN UP TO SERVE EACH WEEK?** Each team handles their own scheduling of volunteers using features on [crossroads.net](http://crossroads.net). Make sure you become a registered user to take full advantage of Crossroads' website. Your team leader will explain the process to you.

## EVEN MORE FAQs

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**WHERE DO I GO TO SERVE?** Each team handles this a bit differently, but your team leader will tell you where to go. You'll check in with your team leader each time you serve.

**WHAT IF I HAVE ADDITIONAL QUESTIONS?** Email us at [f101i@crossroads.net](mailto:f101i@crossroads.net) with other questions, comments and concerns.

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