



Find Your Team Interactive Notes

There are two important aspects to Grove Culture. There's the professional "give a great experience to every new attender" side and there's the "authentic because this is how Jesus loves side" When you put those two things together, you get that warm and genuine, cared for feeling here at The Grove that we all love.

We pull our attender's experience expertise from a book called "The Customer Rules" by Lee Cockerell. Lee was Director of Operations at Disney for years and also worked for Marriott Hotels.

Three Rules from the Book Matched with a Biblical Principle:

- Making sure everyone who attends has a great experience, starts at the top with The Pastors and the staff and then trickles on down to all of you. (John 13:14-16 - Jesus washing feet)
- Potential Grove attendees are won one at a time and lost a thousand at a time. Word of mouth and social media is a powerful tool for or against any organization or church. (Proverbs 22:1 - good name better than gold; 1 Tim 4:12 - look down because you're young; 1 Peter 2:12 - Live such good lives among the pagans that, though they accuse you of doing wrong, they may see your good deeds and glorify God on the day he visits us.)
- Lastly, what would mom do? Assuming in this scenario that "said mom" is a healthy and loving individual from a '50's sitcom, we like to ask ourselves when serving others, "what would mom do" Because said mom would have the place nice and tidy, warm and welcoming, cookies out and coffee on, ready to greet with a smile. (1 Peter 4:9-10) Offer hospitality to one another without grumbling. **10** Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms.

Now for a few practicals (Dress Code and BG Check):

- Dress code is part of customer service as well as our reputation with the law.
 - Our dress code is found at the end of this document. Don't forget GOOD BREATH!
 - Your department head will ask you to fill out a BackGround Check. If something concerns you on your background check, that does NOT necessarily mean you'll be barred from serving altogether. Talk with a staff member for more clarity or to express any concerns.
- Remember to check your junkmail if you haven't received any emails.



- We would love to know what your hobbies are! Knowing your hobbies and skills can be helpful to us as a staff when planning an event. For example, if you love working on cars, we may call you for our iheartJOY event in May where we offer free oil changes to single moms and widows. If you love to cook, we may ask if you'd like to be part of our Take Them a Meal Team. Let us know by emailing info@grove.church with the subject line of FYT Hobbies.



At The Grove Church, we desire to represent our church and Christ well. We want every reflection as employees and volunteers to be as thoughtful as our Christian lives. As an employee or volunteer, your appearance is a reflection of Christ and The Grove Church. How we appear collectively to new people is important. Therefore, we have come up with the following dress code and expect all who represent The Grove to comply with said code whilst in service to The Grove.

Hair - The Mane Event: Clean it and style it....basically no lice.

No-Nos - Please don't wear:

- undershirts as shirts or pajamas
- pants below hips or that allow visibility of undergarments
- shirts/tops that do not meet or pass pants/bottoms
- any offensive remarks or advertisements for drugs, alcohol or tobacco
- skirts or shorts that are above extended fingertips when arms are at your sides
- backless tops or clothes with revealing holes or tears
- slippers
- muddy shoes
- swimwear
- ultra low cut tops for ladies or visible cleavage
- see through attire (i.e. we can see your undergarments through bottoms or tops due to tightness or transparency of clothes). Please add an undershirt/camisole.
- gym wear
- loose or sloppy clothes that are falling off
- spinach on your teeth

The Do's- Just Do IT:

- Do wear clean, unstained, wrinkle free clothes



- clean teeth and fresh breath

Sports Attire:

We live in Snohomish County. Therefore we represent SEAHAWKS/MARINERS/SILVERTIPS. All other teams represented may and probably will be subject to ridicule.

During Baptism:

Please wear dark shorts and tops so that your clothing is not transparent when wet.

When in Doubt:

At The Grove, we prefer to dress casual to smart casual.

CASUAL

Casual is basically a non-dress code, and you can wear comfortable clothing.

FOR HIM:
Think Homer Simpson. Tee shirt, jeans and sneakers are appropriate. You may also opt to step it up a notch with khakis, cargos, a polo shirt or henley and still fit in just fine.
Tip: Avoid inflammatory or otherwise offensive graphic tees!



FOR HER:
Pull out your favorite jeans! You can opt for a comfortable tee or dress things up a bit with a stylish top, jewelry or even a blazer. Depending on the nature of the event, your footwear can range safely from sneakers to heels to boots.
Tip: For outdoor events, sneakers are better as heels can sink into soft ground!



BUSINESS CASUAL

Business Casual is what many people would typically wear to work at the office.

Wear a pair of nice khakis paired with a polo shirt or other collared shirt. Dress shoes or loafers are appropriate.
Tip: Avoid the wrinkles; iron your shirt and pants! Patterned collared shirts are a nice option for a less dressy feel than their solid counterparts.



Dress pants or khakis with a fashionable top is appropriate. A casual skirt is also an option. Feel free to dress up your outfit with heels, jewelry and/or accessories if desired.
Tip: Wear your hair in your everyday style, and avoid overdoing it with makeup or perfume.



SMART CASUAL

Smart Casual (or dressy casual) is basically a combination of casual, business casual, and business dress codes, where you can combine them into a "smart" ensemble.

This is your opportunity to pair denim with a sport coat. Khakis, trousers, vests and ties are other great options to bring into the mix.
Tip: If opting for jeans, your denim should look somewhat dressy, fresh and sharp with no wear or holes.



It's safest to go with nice slacks or a skirt, though you could also wear a nice pair of dark jeans dressed up with a collared or otherwise dressy top. Throw on a blazer for an extra touch of class.
Tip: For Smart Casual, you should look sharp, stylish and neatly put together.

