The Redeemed Christian Church of God

Rehoboth Assembly, Calgary

CHURCH OPERATIONAL MANUAL FOR

PROTOCOL DEPARTMENT

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1 Protocol Department Operational Manual

1.1 Introduction

This has been put together to provide guidelines on what is expected from the leaders and members of the Protocol Department in fulfilling their ministry as being part of the Protocol Department of Rehoboth Assembly. The document may be used by existing and new members of the Protocol Department for them to understand how things work in the Protocol Department. Any questions should be directed to the leadership of the Protocol Department or the Pastorate of the Rehoboth Assembly.

1.1.1 The Protocol Department

The Protocol Department is an arm of the church saddled with the responsibility of providing a hospitable and conducive environment for visiting Guest Ministers (both Local and International) with the sole aim of making them feel at home outside their home.

In addition, the Team provides support services such as flight booking; arranges choicest comfortable hotel accommodation; transport services and warm reception deserving of an ambassador of God upon arrival at the airport. On overall, the Team ensures that Guest Ministers are well catered for within the ambience of church provisions/budget.

The Protocol Team also caters for the well-being of the Resident Pastor and facilitate his ministry by providing requisite support services to assist him/her deliver God’s message with no hindrance.

1.1.2 The Vision of the Protocol Department

The Protocol department of RCCG Rehoboth Assembly is a ministry of service and the Vision of the Protocol Department is based on service to others and is found in Hebrews 13:2 (NIV)

“Show Hospitality to Strangers”

The mood and appearance of the Protocol Members at all times must be one of cheerfulness and gladness as the Protocol Members are representatives of the church.

1.1.3 The Purpose of the Protocol Department

The Protocol Members are like the ‘Special Services’ section of the Church. Their particular area of focus is on the Pastorate and Guest Ministers.

The impression which the Protocol Members make on guest ministers and the associates of the guest ministers will greatly affect their perception of the Church.

In order to carry out this purpose, the key activities that the Protocol Department performs include:
1. **Preliminary Engagement with Guest**
   Prior to the scheduled arrival of Guest Minister, preliminary engagement is established with the guest to introduce the protocol and seek information on specific needs of the guest that should be taken care of during the visit. These include:
   a) Flight details and other logistic arrangements/journey instructions
   b) Preferred hotel or alternative accommodation arrangements
   c) Meals and special needs.
   This communication **must be established at least one month before scheduled** arrival date.

2. **Guest’s Hospitality**
   Prior to Guest Minister’s arrival, the Team liaises with relevant Airport Management services to provide a warm VIP reception. The Protocol officers (at least two) should be at the Airport to receive the guest and present a “Welcome Pack”.
   a) The welcome pack helps formally introduces the church profile to the guest as well as gives key information about the church location and city.
   b) In addition, a Pay-As-You-Go SIM Card Phone (loaded with credit) is handed over to the guest at his/her room.

3. **Accommodation Arrangements**
   A five-star hotel is usually arranged for the Guest Minister throughout duration of stay with the Church. The Guest Minister does not have to make any further arrangements for this, However if an alternative arrangement is made such as a brethren indicating interest to host the guest, the Protocol Team will liaise with host (as required) to ensure that the guest is comfortably accommodated with all the relevant facilities provided.
   - The hotel accommodation or otherwise should have provision made for a visitor reception area as well as study area for the use of the guest minister.

4. **Provision of Refreshments**
   The Protocol Team liaises with the Guest Minister on his/her choice of menu (as applicable) and arranges catering services as may be required.
   a) It is advisable that the Team prepares a menu list of main items available in the hotel prior to his/her arrival.

5. **Local Transportation**
   The Protocol Team arranges local transportation for the Guest Minister through car rental services without third party drivers or preferably with own car arrangements. The transportation shall usually be in a convoy and the following points are to be noted:
   a) Ensure that all drivers in the convoy understand the speed limits and routes for conveying the Guest Minister
   b) A meeting is usually held prior to guest’s arrival to agree on the Journey Management Plan which comprises drawings of approved routes and speed limits
c) All drivers shall strictly comply with this plan throughout the duration of Guest’s visit.

d) The lead driver shall maintain agreed speed limits and remain in convoy always.

6. **Guest’s Shopping**

The Protocol Team is responsible for arrangement of escorts for Guest Ministers while shopping (if required). Information on available shopping malls should be included in the provided welcome pack.

1.1.4 **The Core Values of the Protocol Department**

The Protocol Department has core values which every Protocol Member should demonstrate. Every Protocol Member should be:

1. **SPIRITUAL:** Since we understand that the physical is controlled by the spiritual, the Protocol Department takes our spiritual lives especially prayers and studying of the word very seriously. *John 6:63 (NKJV)* “It is the Spirit that gives life, the flesh profits nothing”:

2. **POLITE AND CHEERFUL:** as we will be interacting with people from different backgrounds the Protocol Members will always maintain a polite and cheerful appearance with all.

3. **ORGANIZED:** as a department that is organize the travel, accommodation and other related matters of Guest Ministers, every member is expected to have a high level of organization shown in their individual lives as well.

4. **SUBMISSIVE:** We are to submit to each other and the church leadership and Guest Ministers, out of respect for God. Even though some aspects of the work may look. *Eph. 5:21* “Submitting yourselves one to another in the fear of God”

5. **EXCELLENT:** Our Protocol Members are committed to efficiency and excellence, always looking for ways to improve - because our God is a God of Excellence.

6. **PATIENT:** Our Protocol Members are committed to exhibiting patience at all times having in mind that a lot of people come with different burdens. *(Gal 5:22-23)*

1.2 **Expectations from Protocol Members**

1.2.1 **Spiritual Responsibility**

All members in the Protocol Department are expected to maintain a high level of spirituality at all times to enable them effectively serve the ministers of God. Therefore, each Protocol Department member is expected to:

a) Spend quality time praying and studying the Word of God - *Acts 6:4* “But we will give ourselves continually to prayer, and to the ministry of the word”

   i. Joshua ministered unto Moses but he also looked into spiritual matters. *Ex. 24:12 & 13*
   
   “And the Lord said unto Moses, Come up to me into the mount, and Moses rose up, and his minister Joshua: and Moses went up into the mount of God.”

   ii. Elisha was also a minister to Elijah and eventually became a great man of God in Israel. *1 Kings 19:21* “Then he (Elisha) arose, went after Elijah, and ministered unto him”
b) Be full of the Holy Ghost such that it shows in the level of excellence of his work - Daniel 6:3 “Then this Daniel was preferred above the presidents and princes, because an excellent spirit was in him”

1.2.2 Responsibility to Self-Improvement

All Protocol Members are expected to continue to seek ways to improve themselves in the area of service of the Protocol Department.

While the church will provide opportunities for the members to improve themselves, each member is also encouraged to take it as a personal responsibility. Therefore each member is expected to

a) Find out better ways of performing the duties of the Protocol department.

b) Continue to seek faster and better ways of performing tasks for excellent service delivery.

c) Attend seminars and programmes that will assist in improving his skills and effectiveness in assigned areas.

1.2.3 Responsibility to Rehoboth Assembly

The Protocol Department as a department of the Rehoboth Assembly is expected to abide by the regulations of the Church. Accordingly, every member of the department is expected to be:

a) Subject to Authority: Heb.13:17 “Obey them that have the rule over you, and submit yourselves: for they watch for your souls, as they that must give account, that they may do it with joy, and not with grief: for that is unprofitable for you”. The kingdom of God is a Theocracy and not a democracy as such every member is expected to obey instructions given by the Pastorate and the Leader of the Protocol Department.

b) Involved in Church Activities: Heb.10:25 “Not forsaking the assembling of ourselves together, as the manner of some is” As responsible workers in His vineyard, members are expected to come regularly and punctually for church services and meetings. These meetings include:

- Workers’ Meeting
- Friday Services
- Friday School
- Midweek Services
- House Fellowships
- Special Services/Meetings

(c) Regular and Punctual for Workers’ Meeting: this helps to prepare the members for the work of the day and to receive important information meant for workers only. As instructed by the Pastor, any Protocol Team member who does not attend the workers’ meeting for the day will not be allowed to work without a special approval from the Pastor.

d) Regular and Punctual for all meetings organized by the Protocol Department

e) Prayerfully prepare for any activity he/she may be assigned to perform

f) Available for any tasks assigned during the services and meetings.

g) Committed to providing excellent service for any assigned tasks with the Protocol Department and church at large.
1.2.4 Ethics and Conduct

There are certain behaviours expected from all members of the Protocol Department, this include but is not limited to the following:

**While Transporting the Guest Minister:**

a) Members shall ensure that the Guest Minister is not carried along with anybody else including friends, wife and children of the officiating protocol office.
   i. The only exception shall be by the request of the Guest Minister
b) Convoy drivers shall ensure that their cars are in close proximity to the lead car.
c) The head of the protocol team will be responsible for the after use parking / dispatch of the utilized vehicles.
d) Drivers shall put their mobile phones on silent mode throughout the period of commuting/driving Guest Minister. Drivers shall not call nor receive telephone call while driving Guest Minister.
e) Drivers shall ensure that the car for the Guest Minister is kept tidy at all times. No food or any other dirt should be found in the car.
f) Drivers shall ensure that Guest Minister`s car is protected at all times.
g) Drivers shall ensure that Guest Minister`s car interior is maintained at comfortable temperature at least 20 minutes prior to "take off" in all seasons.
h) Drivers may be changed without prior notice and should be ready for this without any displeasure.
i) Drivers shall not speak to Guest Minister directly except in response to a question from the guest. Only greetings are allowed.

**Approaching Service Venue and During the Service**

a) Members shall ensure that nobody is allowed to touch Guest Minister while ushering him to and from the altar. The passage way of Guest Minister should be clear and unhindered by people.
b) Members shall ensure Guest Minister is accompanied at all time while in church. He shall not be left alone in the designated reception area at any time.
c) Officiating Protocol Officer shall be on alert for Guest Minister`s call for support always.

**Uniform & Identification**

a) Team members are expected to maintain uniformity in dress code.
b) The men`s uniform should be white shirt on black suit whereas the women`s uniform should be similar colour pant or skirt suit.
c) The colours of the accessories such as ties and scarves shall be uniform for both male and female.
d) Members are expected to wear their name tags while officiating to make identification easy for the Guest Ministers.
Communication

a) The team leader will ensure that the technical department will make available current and modern discrete wireless communication devices for members on duty.

b) Proper training on the use of these devices will also be provided.

Others

a) Members shall treat all information with confidentiality and shall not divulge details of Guest Minister’s itinerary to third party.

b) Members shall exhibit high level of professionalism at all times.

1.3 Protocol Department Meetings and Activities

The Protocol Department is slightly different from other departments due to the special services that it provides in the Church. As a result the meetings are structured in such a way that meets the objectives of the department:

1.3.1 After Action Meeting

This is a meeting conducted after every hosting of a Guest Minister and the focus is to capture lessons learned. The things to be considered include:

a) Things that were done very well.

b) Things that can be improved upon.

c) The things that can be avoided or stopped since it is no longer required.

1.3.2 Monthly Meeting

This is an engagement session arranged primarily for performance review. The things to be considered include:

a) Seek opportunities for continuous improvements.

b) Proffer strategies on way-forward.

c) Depending on the frequency of activities this meeting and the ‘After Action Meeting’ may happen in the same meeting.

d) The meetings will usually follow the schedule below:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Opening Prayer &amp; Exhortation</td>
<td>15mins</td>
</tr>
<tr>
<td>Prayers and Worship</td>
<td>20mins</td>
</tr>
<tr>
<td>Review of Last Month</td>
<td>20mins</td>
</tr>
<tr>
<td>Plans for Coming Month</td>
<td>20mins</td>
</tr>
<tr>
<td>Suggestions/ Concerns/ AOB</td>
<td>10mins</td>
</tr>
<tr>
<td>Closing &amp; Prayers</td>
<td>5mins</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1hr 30mins</strong></td>
</tr>
</tbody>
</table>
1.3.3 Quarterly Get Together

The Team holds quarterly family get-together at member’s house. The purpose is basically to

a) Encourage interpersonal relationship

b) Foster unity and enhance bonding among members and their families.

1.4 Protocol Department Teams and Roster

1.4.1 Protocol Department Teams

To better execute the purpose of the Protocol Department, the following teams are recommended for the effective execution of the teams responsibilities for any occasion:

a) Travel and Transport: this team coordinates the travel and transport and other related matters for the Guest Minister and his/her team.

b) Accommodation and Welfare: this handles the accommodation, feeding, shopping and other related matters for the Guest Minister and his/her team.

c) Guides and Guards: this team stays with them during the services and ensure no crowd disturbances.

d) Other Services: this team is responsible for handing any other special services outside of those mentioned above.

1.4.2 Information Management – Service Rosters and Database

The Protocol Team strongly believes that an effective communication and adequate planning are key value drivers for achieving excellence in service. As a result:

a) A monthly roster is prepared, updated and distributed timely to team members for notification of their roles and responsibilities:

b) An up-to-date database of members for exchange of birthday/wedding anniversary cards.

c) The Team coordinates and collaborates with other departments on a need basis for seamless execution of joint activities. One of such departments is the Ushers.

d) And most importantly, it is commonly expected that members should treat all information as confidential.
End of Protocol Department

Operational Manual