# YouTube Chat Host Guidelines

Aim:

* To interact as much as possible with each person,
* To go alongside what’s happening in the service encouraging interaction
* Answering any questions

*Please make sure your spelling and grammar is good and the links you post are accurate!*

**Before the service**

* Wait for the service to start and aim to be the first person on there
* Kick off with a really warm greeting like ‘Welcome to Vine Church 10am! We’re go glad you’re here. Let us know where you’re tuning in from today and say hi!’. Do everything you can to encourage interaction online
* When people write ‘hey, this is the Staces tuning in from Mascot’ reply individually and as warmly as you can to what they have written. We want lots of ‘so good to have you with us!’ and ‘how are the kids going?’
* Write down each person on a piece of paper or mark them as attended on Elvanto, including new people (e.g. Caity Unknown 29/3/20 and then in notes write ‘tuned in from Bundanoon’)

**5 minutes beforehand**

* Indicate that the service is starting soon – ‘we’ll be kicking off soon! If you’re new, we’re really glad that you’re here with us today! Don’t forget to fill in our online connect card later on at [www.vinechurch.com.au/hello](http://www.vinechurch.com.au/hello)’ so that we can welcome you!
* Ask people to take a photo of their church set up and tag @vinesydney so that we can see them

**During the service**

* Try to regularly post in response to what people are commenting and encourage interaction after / during appropriate elements (e.g. after an interview ‘wow that was so good with Emily reminding us about how we can trust in God even when we’re anxious
* Regularly post about things that are coming up in the service
* **During the sermon** try not to post apart from a link to Q&A
* Maintain the rhythms of the service
  + **Kids programs:** When these start, please invite anyone with kids to join and post the Zoom links to the meetings below explaining what they are (e.g. ‘we’ve got a great program for primary kids and youth’
  + **Connect cards**: Encouraging everyone to fill out the Connect cards (including members) is really important. Do the work for people and post direct links [www.vinechurch.com.au/hello](http://www.vinechurch.com.au/hello) with a really warm welcome ‘We love that you’ve tuned in today, we’d love you to let us know that you were here so that we can welcome you into our community!’.
  + **Q&A:** During the service post the link to the Sli.do channel with the event code clearly. Just before Q&A post again
  + **Any other segments** – if there’s an event coming up or something like Onboard or Christianity Explored please write about it in the chat. Something like ‘If you’re tuning in today and you’re exploring who Jesus is or are new to Vine Church, we’d love you to come along to Christianity Explored. Let us know if you have any questions!’

**At the end:**

* Wait for everyone else to leave and keep interacting with them as much as possible
* Remind everyone that we’re on again this week – ‘Thanks for joining us today! We would love you to tune in again next week. Don’t forget to let us know you were here at [www.vinechurch.com.au/hello](http://www.vinechurch.com.au/hello) and if there’s anything we can do to help you. Have a great week!’
* Post the link to morning tea and invite everyone along (assuming we use Remo) especially new people if you have interacted with them [www.vinechurch.com.au/hangout](http://www.vinechurch.com.au/hangout)

**Follow up:**

* Make sure that your list of people on the YouTube chat was accurate and email them on the Sunday to Kate and Andy (10am) and Nate and Benji (4.30pm).
* This will really help us figure out who was tuning in! Include as many details e.g. ‘Anna T, said she tuned in for the second time’.