



NEXT LEVEL CARE & CUSTOMER SERVICE:

HOSTED BY: PASTOR TREY VARNER & PHIL NICHOLS

THE ROCK SPRINGS APPROACH TO CARE:

"People won't care how much you know until they know how much you Care"

"A church will not <u>Grow</u> beyond it's ability to care for the people."

1. A TOP-DOWN MODEL OF CARE

- <u>4 Key Tools to Care for your people:</u>
- Prayer (with/for)
- Presence (visits)
- Phone (calls)
- Partnership (small group leaders, deacons, staff, etc.)

2. A SMALL GROUP <u>CULTURE OF CARE</u>

3. A SYSTEM OF TRACKING CARE