



# **GOOD CUSTOMER SERVICE MANUAL**

## **Full Gospel Good Customer Service Taskforce**

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# What is a Full Gospel Church?



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Even as members of your immediate family have traits and characteristics in common, as a member of The Full Gospel Baptist Church Fellowship International, there should be evidence of your connection to this Body of Believers.

The purpose of this publication is to give a basic layout of our theological beliefs and offer practical suggestions for integrating the “Full Gospel Flavor” into your existing church structure.

By no means do we seek to take away from the autonomy of your local congregation, but rather relate those distinct characteristics that support the vision, mission and charge of The Fellowship.

It is at the heart of our International Presiding Bishop, Bishop Paul S. Morton that you embrace and take full advantage of all that the Full Gospel Baptist Church Fellowship International offers. Welcome to the Full Gospel Family!

## Our History

The birth of the Full Gospel Baptist Church Fellowship, International is in essence the story of a tremendous move of God beginning in the last decade of the twentieth century.

The Holy Spirit first impressed the vision for the Full Gospel Baptist Church Fellowship upon the heart of its Founder, International Presiding Bishop Paul S. Morton, Sr., in 1992 in New Orleans, LA. The Lord made it clear that He intended to use Bishop Morton to bridge the gap between Baptist and Pentecostal traditions not simply on a local level, but nationwide.

Since 1994, the spiritual freedom that makes Full Gospel Baptist unique has impacted Christian men and women across the world. Captured by the phrase "**The Right to Choose**", that freedom is based on the belief that the Gospel of Jesus Christ must be promoted by recognizing the free expression of the gifts of the Spirit as a viable part of the Body of Christ. The Fellowship is convinced that the choice to exercise these spiritual gifts is imperative for the local New Testament Church to fully function as the dynamic organism God has intended.



## **TRAITS OF A FULL GOSPEL BAPTIST CHURCH (FGBC)**

### **The Breadth, Depth and Reach of the Body of Christ**

A FGBC is a church that wholly embraces the breadth of God's love for mankind. We embody the fullness of the Christian experience in service and in spirit. This experience includes our active representation of the heart of Christ by carrying out His will in making disciples, domestic and international missions, and fostering an environment of unity and commitment to His causes.

### **The Power of the Word and Empowerment of the Local Church**

Theologically a FGBC believes in the eternal power of Calvary and the potential power of Pentecost; the baptizing power of Jesus Christ for salvation because of Calvary; and the filling/controlling power of the Holy Ghost for service and Holy victorious living because of Pentecost. We are autonomous in our belief that the local church operates under the Lordship of Christ through pastoral authority in terms of government, polity and operations.

### **The Ministry of the Holy Spirit**

As a FGBC, we flow in the gifts of the Spirit and provide an atmosphere in which the Glory of God may be made manifest. Through the present-day working of the Holy Spirit, we anticipate to witness the power and presence of God evidenced by the repentant soul, healing of the sick, and empowerment and encouragement of the Believer.

### **The Worship Experience**

The worship experience exudes with faith, hope and liberty. Its flavor is an open expression of intentional praise and worship as a corporate acknowledgement of the existence, work and power of an Almighty God that extends beyond the boundaries of culture and class.

### **As CHANGE agents, we are:**

#### **Committed and Consistent**

1. Committed to the cause of Christ, the work of the church and to personal growth.
2. Committed to the support of The Fellowship's vision and its missionary work.



3. Committed to leadership development by attending the annual International Conference, Pastors and Leaders Conference, and supporting local and regional events.
4. Consistent in reflecting Christ in a lifestyle of integrity.

#### **Holy Ghost Filled**

1. Acknowledge the present-day ministry of the Holy Spirit's work in the Kingdom, the local church and the Believer's life.
2. Develop and mature the Believer to walk fully and competently in his/her spiritual gifts.
3. By fostering an environment in which the presence of God can dwell, we offer opportunity for the Spirit of God to manifest healing, deliverance and works of miracles.

#### **Advancing the Kingdom**

1. Provide teaching and instruction to empower the Believer to transition from the constraints of religious thinking to the liberty of God's Kingdom authority and will for his/her life.
2. Going beyond religion, to experience life abundantly through Christ, we work strategically to proclaim the Kingdom of God on earth as it is in heaven.

#### **Nurturing and Networking**

1. Nurture and develop healthy leadership through sound theological teaching, mentoring, empowering and providing occasion for growth and development.
2. Build intentional relationships within the local, regional, national and international levels to maximize kingdom opportunities through collaborative efforts to enhance our people, talent and financial resources.

#### **God Glorifying**

1. Cultivate servant leaders who will accurately reflect the love of God through their worship, charity and service.
2. Empower a generation of mature Believers who understand the significance of praise and worship in their personal lives and in the corporate setting.
3. Develop worship services that will allow for the full expression of God's glory through music, arts and intercultural experiences.



### **Evangelize and Edify**

1. Provide a holistic evangelistic approach that will seek to reconcile the sinner to God through the redemptive power of Christ and empower the Believer with tools to engage in strategic personal and corporate soul-winning activities that will minister to the mind, soul and spirit of man.
2. Expand the reach of the ministry beyond the walls of the local church through local, national and international missions work.



## **FULL GOSPEL DISTINCTIVES**

- I.** We believe the Full Gospel includes: (A) the proclamation of both the eternal power of Calvary and the potential power of Pentecost; (B) the baptizing power of Jesus Christ for salvation because of Calvary, and (C) the filling/controlling power of the Holy Ghost for service and Holy victorious living because of Pentecost (Ephesians 5:18 ; Acts 20:27).
- II.** We believe in the perpetual and continuing ecclesiastical value of all spiritual gifts for the edification of the body of Christ until the end of this Church Age, which will be consummated by the return of our Lord Jesus Christ (Ephesians 4:11-13, I Corinthians 12-14; Romans 12).
- III.** We believe in the Divine personhood of the Holy Spirit and His present-day ministry to Believers, including the sovereign distribution of spiritual gifts, which empowers Believers for service in the Contemporary Church (I Corinthians 12:7-11).
- IV.** We believe in Jesus Christ as the Sovereign Giver of spiritual gifts to the church. We further believe spiritual gifts are given for the perfecting of the Saints, for work of the ministry, and for the edifying of the Body of Christ and are given without regard to ethnicity, social class, or gender (Ephesians 4:7-12; Galatians 3:26-28).
- V.** We believe in the full autonomy of the local church as an independent entity under the Lordship of Christ, through pastoral authority, with regards to: A) government, polity, and operations (Titus 1:5; Acts 15:1 – 35), B) discipline (I Corinthians 5:5; Matthew 18:15-17; II Thessalonians 3:6, 14-15) and C) with the added value of the Episcopacy as a covering (Titus 1: 5; Acts 15:1-35).
- VI.** We believe in the value of biblical terminology for leadership in the contemporary church: Bishop, Overseer, Pastor, Minister, Elder, and Deacon. We believe all of these are designations for servant-leaders (Jeremiah 3:15; Acts 20:28; II Corinthians 6:4; I Timothy 3:1-7).
- VII.** We believe in the formal and intentional praise and worship of Almighty God as a proper, spirit-led, corporate acknowledgement



and response to His person and work (Psalm 46-50; John 4:23, 24).

- VIII.** We believe in Jesus Christ as the Baptizer with the Holy Spirit, who brings men and women at salvation into relationship with Himself and His Body, the Church. We further believe that it is the baptism of the Holy Ghost that places one into the Body of Christ. All Believers have been baptized by Christ with the Holy Ghost (Matthew 3:11; John 1:33; I Corinthians 12:13).
- IX.** We believe in the indwelling of the Holy Ghost for all Believers and that the Holy Ghost verifies and validates the Believer as part of the Body of Christ (Romans 8:9).
- X.** We believe in the spirit-filled life as desirable, valuable, and an issue of obedience for all Believers who are commanded to be filled with the Holy Ghost. We acknowledge that within the Body of Christ, the term, “filled with the Holy Ghost” is often used interchangeably with the term, “baptism of the Holy Ghost.” When referring to the controlling presence and power of the Holy Ghost, as a result of the submissive will and desire of the Believer, we allow such alternation of terms. We believe it is the will and command of God that every Believer be “filled,” “walk in,” be “led by,” and “live in” the power of the Holy Ghost (Ephesians 5:18; Galatians 5:16, 18, 25).
- XI.** We believe that it is God’s desire that all Believers live under the “Divine Direction” of the Holy Ghost. We believe that the filling of the Holy Ghost is an ongoing ministry of the Spirit in the life of the Believer, that enables the Believer to live a life of power, victory, and glory to God (Acts 1:8, 2:4, 4:8, 4:31).
- XII.** We believe the Holy Ghost fills or empowers Believers for service in the Kingdom of God. Being filled with the Holy Ghost is the result of continuing submission to Divine power and control (Acts 1:8; Ephesians 5:18).
- XIII.** We believe all Believers are baptized with the Holy Ghost and all Believers should be filled with the Holy Ghost (I Corinthians 12:13; Ephesians 5:18).
- XIV.** We believe that it is God’s desire that all Believers live under the “Divine Direction” of the Holy Ghost. We believe that the filling of the Holy Ghost is an ongoing ministry of the Spirit in the life of the Believer, that enables the Believer to live a life of power, victory, and glory to God (Acts 1:8, 2:4, 4:8, 4:31).



## **Compendium on Distinctives VIII and X**

- We believe the baptism of the Holy Ghost and the filling of the Holy Ghost are distinct, separate, valid, and valuable ministries of the Holy Ghost which may occur simultaneously at salvation.
- **A)** Being filled with the Holy Ghost may and should occur subsequent to salvation in obedience to biblical exhortation.
- **B)** The baptism of the Holy Ghost occurs once and for all at salvation.
- **C)** Being filled with the Holy Ghost should not only be a continuous reality, but an ongoing characteristic of the believer's consecrated holiness (Matthew 3:11; John 1:33; I Corinthians 12:13, Ephesians 5:18).
- **D)** "We believe in speaking in tongues, as our heavenly language, that builds us up in our most holy faith. Tongues is an indicator, not a qualifier.
- (Jude 20, Acts 19:2-6; Acts 2:1-4; 1 Cor 14:14-15)

### **RECOMMENDATION:**

Training on "*What is a Full Gospel Baptist Church?*" should be a part of orientation on International, Regional, State, District, and Local Church Levels, including the new Pastors' orientation.



# Valuing the Customer



## **GOOD CUSTOMER SERVICE**

***Valuing the customer is always the right thing to do!***

### **Who is your customer?**

When we think about our customers, the spectrum is vast. Customers include nonmembers, staff, affiliates, coworkers, vendors, pastors, visitors, contractors, overseers, mail carriers, and even the FedEx man. Customers are everyone with whom you come into contact with when representing Full Gospel Baptist Church Fellowship.

Each customer should be treated as a special individual with their unique needs and problems taken into consideration. You will not have another opportunity to make a first impression outside of the few initial seconds you interact with someone. Customers should feel respected and greeted warmly in every interaction you have with them starting from the first time you come in contact with them and all subsequent times after that.

### **Clarity and Communication**

Every FGBCF leader must plan their communication:

1. Identify the audiences
2. Decide on the messages to be sent
3. Determine the most appropriate vehicles
4. Develop a plan of implementation
5. Implement a schedule
6. Evaluate the results

Every leader must determine how you can best communicate

1. The need for the project
2. A brief description of the project
3. The purpose of the project
4. The procedure to be followed
5. The resources needed
6. The timing of the project
7. The evaluation of the results

It is always important to provide a safe environment for being asked questions among the group with which you are communicating and to teach your immediate leadership team how to do drive-thru listening.



Drive-thru listening is the process whereby the communicator shares an idea and the listener repeats what they believe the communicator

intended to convey to ensure accuracy. One example of drive-thru listening is what we currently experience in the fast food industry.

The drive-thru listening was designed to increase accuracy and speed in taking orders, reduce errors in taking orders, and reduce frustrated customers. Central to the drive-thru concept is the customer giving an order and the service representative repeating back the order as they understand it. Where there is a misunderstanding, the customer corrects the order, the service representative repeats the correction, and the process continues until the order is accurate. In much the same way, every communicator must engage in this drive-thru listening process to ensure the message being conveyed is accurate and precise.

### **EXCELLENCE IN MANNERISM:**

The premier disposition of servicing in excellence is to always exceed customer expectations!

The ***first obligation*** of leadership is to treat all members of the organization as if they are owners!

1. Good customer service starts at the top and works its way down!
2. We are all a part of the team!

The ***second obligation*** is to take good care of staff, members, and partners always accepting full responsibility for the charge good or bad associated with your watch.

### ***Demonstrate with grace the things that make you different!***

1. Uncommon success comes with uncommon approaches.
2. Promote what makes you different and accent what you offer!
3. The manner in which treatment is passed down and demonstrated across the board should stand out in its own uniqueness.

### ***Here are some ways we can do this:***

1. Make good first impressions;
2. Make everyone feel important!
  - a. People value care and concern;
  - b. Be kind;



- c. It is important that we let people know that their core purpose in the fellowship is:
  - i. Not out of reach,
  - ii. Not unreasonable, and
  - iii. Not without help!
3. Go beyond the call:
  - a. The call of duty insist on commitment and faithfulness;
    - i. Commitment is an attitude of the head while faithfulness is an attitude of the heart!
  - b. Excellence in mannerism means that finishing well is always the chief objective!
4. Stand tall in tough times.

**QUICKLY RESPOND:**

It is important to value time; your time and the time of others. Customers should be quickly advised of delay regarding any service that is to be provided or promised unfulfilled.

Though it may be important to prioritize based on systemic processes, those we service should not have unnecessary waiting periods for things easily resolved!

**Things to consider:**

1. Make pleasing customers a habit!
2. Timeliness and precision is important:
  - a. Always be ready to take the appropriate action!
3. Always plan to be a step ahead of every situation.
  - a. Be ready for opportunity and be open to it.

**TASK COMPLETION:**

Continuously evaluate established practices and measure their validity and relevance.

**ENHANCE FELLOWSHIP COMMUNICATION:**

1. Constantly look for new ways to better communication with in the FGBCF infrastructure.
2. Use technology

**Things to consider:**

1. Make the things you offer valuable to the customer.



2. Hold all staffing accountability equally!
3. Outsource what you cannot do to reputable resources.
  - a. Create greater efficiencies by forming strong partnerships and collaborations!
  - b. Diversify and use specialized core efforts where available!

**Never settle for satisfied, exceptional is the only way to be!**

### **ASSESSMENT & EVALUATION**

By definition, evaluation is used to determine the significance, worth, or condition of something by careful appraisal and study. Through evaluation, FGBCF determines the value of our performance, service, or interpersonal dynamics and continually assesses how improvements can be made for the benefit of those we serve. Central to the concept of evaluation is the mindset that every person in the Fellowship is a person of influence and that every person affects the quality of our service delivery regardless of their position in the tiers of leadership. Positions identify assignments, but teamwork fosters the execution of vision and purpose.

In order for successful assessment and evaluation to occur, the leader must embrace the truth that team dynamics are critical to the success of the organization. A bishop or overseer is comparable to a coach. They are leaders, but are assigned to teach expectations, inspire, instruct, assess, and evaluate. Their primary task is to keep the FG vision before everyone and continue to calibrate what they see until it matches what is envisioned.

One excellent way of achieving this end is that each leader, as coach of their respective team, not only assess and evaluate their team members, but also allow their own work to be assessed and evaluated. This concept is defined as 360 degree evaluation in which every area, every person, can be evaluated by every person regardless of their area. The leader conducts self-evaluation and welcomes evaluation from the following areas: 1) peers, 2) those under their leadership, and 3) those above them. It is extremely important that the first two groups are encouraged to be honest and do not face retaliation for their honest assessment. Again, communication in a safe environment is critical. The 360-degree method of evaluation provides assess from every direction where influence is possible and gives a more complete perspective of where correction can be made and where success has been achieved. Through this process, we are able to identify priorities,



maintain essential areas, and make the changes necessary to promote the vitality of the Fellowship.

It is important that evaluation be based on what core values have been established, vision, and goals of the Fellowship. Evaluation and assessment should be used to guide strategy, implement change, and to foster creativity.

Every FGBCF leader should consistently provide an assessment and evaluation calendar in which every aspect of his/her responsibility is monitored.

### **ATTRIBUTES OF GOOD CUSTOMER SERVICE**

#### **Be Pleasant**

Customers are vital to the success of any serious company who has a genuine desire to increase its customer base. It is therefore necessary to exemplify the pleasant experiences which cause them to return. Everyday you have countless opportunities to either amaze or disappoint your customers. But, during your hectic and sometimes stressful day, it is critical that you're consistent in treating everyone as if they are important.

#### **Have Patience**

Many times customers are seeking answers or resolution for what is to them a great concern. It is necessary to extend the courtesy of helping them without a negative attitude. Being patient and listening to the customer needs can turn any bad situation into a good one. Patience is an attribute which demonstrates respect for another person.

It is a powerful tool when interacting with customers, or anyone with whom you come into contact. Everyone deserves to have his or her issues responded to. By intently listening and asking for clarification, the customer will feel you have a genuine desire to understand. By understanding a customer's request, you have insight on the right solutions to offer.



## **Have Integrity**

Integrity is a complex word with so much meaning packed into it. Our determination to fulfill our customer commitments both reveals and tests our character. Our character is really all we have to offer our customers. Our reputation is closely tied to our moral values which are directly related to integrity.

The quality of integrity usually is ranked highest on a customer list of importance. Integrity typically centers on the trait of honesty. When trust is broken, there is a lack of foundation upon which to build customer loyalty. All too often our deceptions and dishonesty are displayed to our customers. In the information age, in which we live, it's even more likely that a lack of integrity will sooner or later be seen, and become disruptive to the body.

## **RECOMMENDATIONS**

1. The *Good Customer Service Report* should be for every leader and worker in the Fellowship.
2. There should be quarterly evaluations assessing complaints, challenges, and interactions and how they were resolved.
3. There should be formal personality and temperament assessment for people who have multiple offenses.
4. There should sensitivity training and refreshers for all leadership.

***Embracing the Next Dimension,***

***Bishop Simon Gordon, Chair***

***Bishop David Cooper***

***Bishop Milton White***



# Creating, Sustaining, and Enlarging



## **A VISIONARY PERSPECTIVE ON SUCCESSFUL ORGANIZATIONS**

### ***Full Gospel Baptist Church Fellowship, International***

On August 4-5, 2008, a Full Gospel Taskforce assembled in Atlanta, Georgia and experienced an anointed time of outpouring from our visionary, International Presiding Bishop, Bishop Paul S. Morton, Sr. Bishop Morton shared three important focus areas for any healthy, thriving organization: ***creating, sustaining and enlarging***. He highlighted the value of these concepts with an illustration from the history of the Rolls Royce.

Having always had an affinity for cars, Bishop Morton decided to explore how the Rolls Royce automobile achieved such a high global standard which allows it to operate virtually in a league of its own. He discovered that Sir Henry Royce, the founder of Rolls Royce Motor Cars, had a philosophy that required the consistent and relentless pursuit of excellence. His approach included three key beliefs:

- (1) If it doesn't exist in the automotive world, then it can and should be created;
- (2) Once a new standard has been set, it must be sustained through effective quality control and;
- (3) A company should never be satisfied with its current achievements, but always seek to enlarge and expand.

**To create** is to cause to exist or to bring into being; to produce often through artistic or imaginative effort. A closely related word to creating is actualizing or giving reality or substance to an idea.

**To sustain** is to maintain or keep in existence; to supply with necessities or nourishment. This definition includes the concept of supporting from below to keep from falling or sinking as well as supporting the vitality or resolution of something through encouragement.

Finally, **to enlarge** is to make larger or grow; to give greater scope or to expand. Significant related words include 'amplify' and 'magnify': to increase in size, volume or significance.

Our group's assignment within the Taskforce was to develop recommendations for the growth of the Fellowship through strategically creating, sustaining and enlarging. For example, we considered; what is it about our Fellowship that initially set us apart as unique and effective,



and how can we successfully reclaim and sustain those areas of uniqueness?

All three concepts are crucial to the future of the Fellowship. We take seriously the need to create, the challenge to enlarge, and the necessity to sustain.

We believe there are several significant areas in Full Gospel that have historically made this Fellowship distinctly effective. While these areas have been created as the underpinning of the Full Gospel foundation, it is the responsibility of the tiers of leadership to ensure the health of our reformation through sustaining and enlarging this unique combination of attributes.

- 1. Innovative Godly Leadership**
- 2. Spirit-Filled Praise and Worship**
- 3. Comprehensive Christian Education**
- 4. Relevant Youth and Young Adult Ministry**
- 5. Focused Systematic Prayer**
- 6. Creative Strategic Evangelism**

### **Innovative Godly Leadership**

Full Gospel has been unapologetic about a standard of integrity as relates to men and women of God. Godly leadership has always been clearly presented as a matter of commitment to the Kingdom, to our families, to our local ministries, and to our Fellowship; particularly, to our International Presiding Bishop. We were challenged publicly to walk worthy of the vocation, to honor our spouses, and to guard our very witness to the world. Our approach to leadership appointments and promotions has been emphatically of a non-political nature as we were intent on being different from the traditional status quo.

Our Bishops have always presented a unified front; loving the people, loving the movement, loving one another, and lifting our International Presiding Bishop. Such unity and energy, at top levels of leadership, was undeniably contagious. This, in and of itself, was innovative and ground-breaking. It was foundational in its impact on the Body, and must be reclaimed and exhibited throughout the Leadership.

Where do we go from here? The model for Godly leadership has already been established or created for those called to lead and serve in this Fellowship. Crucial to its forward movement, however, is the sustaining



this standard on local, state, national and international levels and enlarging the scope of the Tiers of Leadership.

### **Spirit-Filled Praise and Worship**

The corporate worship experience within the Full Gospel Fellowship has always been one of our greatest strengths. We are known for our vibrant celebrations of worship. Our Bishops have historically led the way in creating an atmosphere of free and fervent praise and worship. Full Gospel Annual Conferences were not simply an event to attend, but a movement to experience. The undeniable presence of God continues to be a constant expectation. Our music is unparalleled in its level of excellence as well as in its diversity. The clear and intentional balance of contemporary and traditional gospel music was extremely appealing to the wide range of delegates and denominational persuasions.

Its theological quality, as well as contemporary edge, enabled us to sustain the traditional music genre and yet reach the next generation. While our numbers were quite expansive, our worship was yet intimate and personal. Our aim was always to submit and surrender to the move of the Spirit in His every dimension.

This must be guarded with a sense of sacred celebration! Our freedom and fervor in praise and worship will ensure a release of God's presence and an increase of God's anointing.

### **Comprehensive Christian Education**

Our School of Ministry has seen unparalleled commitment and enthusiasm on both the part of instructors as well as students. The obvious call and anointing on those who plan and prepare curriculum to address a broad range of relevant issues, has been a sustaining strength in our Fellowship.

We must maintain a commitment to address the spiritual, physical, emotional, financial, and social needs of our people through this powerful arm of ministry.

### **Relevant Youth and Young Adult Ministry**

It has always been clear that our youth have played an incredibly important role in the life and vitality of Full Gospel. Separate youth



sessions of instruction and worship, special youth presentations to the Parent Body, and the commitment of passionate and prepared youth leaders speak of the undeniable priority our Fellowship has placed on its youth. While this has been a strength, there is yet a need to take it to the next dimension. Our new General Overseer of Young Adults has appropriately described this generation as a sight and sound generation. This means that, as a Fellowship, we must rise to the call of relevance. Our young people live in a world stimulated by sight and sound; and therefore, they are more likely to process the Word of God through more innovative, interactive presentations. With this in mind, a new Young Adult Division of the Fellowship has been created to focus on issues particularly relevant to the young adult population as well as our youth.

### **Focused Systematic Prayer**

Systematic, deliberate and attentive prayer is a Kingdom requirement and a long-term component of Full Gospel's commitment to Kingdom service. In recent years, Bishop Morton has led the Fellowship into a deeper realm of prayer through the establishment of a functional International Intercessory Prayer Ministry, which is unparalleled by other national and international reformations. This multi-tiered Intercessory Prayer Ministry is solidified by the active participation of those who have a calling to the ministry of intercession. This initiative has been combined with an International day of fasting each week, when the Full Gospel Family joins on one accord to seek the will of the Lord for all aspects of the Fellowship. At the 2005 International Conference in New Orleans, LA, a twenty-four hour prayer room was fully established and executed for the first time. There was a specific agenda, with individual names and needs, being prayed for around the clock. This focused, systematic approach to prayer has proven to be an undeniable blessing to both the Fellowship and the Kingdom!

### **Creative Strategic Evangelism**

Full Gospel was established with the Kingdom priority of winning souls as a primary goal. This was reflected in strategic evangelistic during community based outreach events during our International Conferences with Regional and State Conferences often following suit. In addition to the street evangelism experience, many had never seen an invitation to discipleship offered during a national or international conference prior to Full Gospel worship services. The establishment of trained Altar Worker teams was also an innovative strategy for such an expansive entity as the



Fellowship. These efforts recognized the need for teamwork (Luke 10:1-2) and demonstrated our belief that we share in the responsibility to ensure all are able to hear the Gospel and respond.

### **Summary**

These six key areas may not encompass the entire essence of the Full Gospel Fellowship but have enormous value for us as we consider options and opportunities for creating, sustaining and enlarging the impact we make on the world as a Christian movement.

Our sub-group is convinced that a necessary element in sustaining our effectiveness is giving careful consideration to these areas which initially attracted not only the traditional Baptist and the neo-orthodox Pentecostal to this movement, but a wide range of non-traditional, non-denominational individuals.

We must not only sustain the strength of our unique identity but we must inspire a spirit of creativity in the tiers of leadership on all levels and encourage them to enlarge the work of the Fellowship and increase the number of those who recognize its value. God has breathed creativity into our very being and expects that we demonstrate this fundamental creativity within our ministries. We must maintain an open-mindedness to new and different approaches for accomplishing Kingdom objectives. We must be willing to ask and entertain the hard, yet relevant, questions.

Our purpose is to be “an active representation of the heart of Christ by carrying out His will in making disciples, domestic and international missions, and fostering an environment of unity and commitment to His causes”. We must ask ourselves; “What important aspects of our Fellowship are yet to be developed and need to be expanded? These must be questions that we are not only open to explore, but motivated and determined to answer..

We are excited about the destiny of this great Fellowship and anticipate the extraordinary impact that Full Gospel will make as we take the very best that exists in Full Gospel and make it even better!



## **RECOMMENDATION**

We recommend that intentional, structured training sessions on understanding the necessity of ***Creating, Sustaining, and Enlarging*** as well as the expectation for demonstration of those concepts throughout the Fellowship should be a strategic part of annual organizational development sessions for the entire tier structure and included in orientations for all new appointees.

***Embracing the Next Dimension,***

***Bishop Michael V. Kelsey, Sr., Chair***

***Bishop Jesse N. Gavin***

***Bishop Edward H. Stephens, Jr.***



# Accountability and Credentials



**March 13, 2008**

**To:** Bishop Neil C. Ellis  
2<sup>nd</sup> Presiding Bishop, Full Gospel Baptist Church Fellowship, International

**From:** Bishop Larry L. Brandon  
Chairman of Credentialing Task Force

**For:** Bishop John Neal  
Bishop William Murphy  
Bishop Lester Love

**Re:** Credentialing Task Force Response

Most holy greetings! The following is a draft recommendation for the credentialing of bishops. Please refer to the Full Gospel Policy and Procedure Manual (pages 224–227) for a more exhaustive treatment of this topic.

1. Each Regional Bishop should appoint a Regional Advisory Council. This council should consist of resident bishops within their region.
2. Each Bishop and candidate for Bishop should be both faithful and accountable to the Fellowship by:
  - a. Being a current covenant partner
  - b. Supporting registration; forty persons for International Conference, and ten for Pastor's and Ministry Workers Conference
  - c. Participating during International and Regional conference calls.
  - d. Attending their Regional, State and District conferences and/or send representatives from their local church
  - e. Urging members of their local church to represent and actively support international, regional, state and district events
3. A possible one year probationary role should be implemented for inactivity. If upon completion of one year probationary period, no improvement is evident termination and withdrawal of credentials is recommended. If any Bishop's Council Member is a part of this inactivity or lack of support the Regional Bishop must refer inactivity to the office of the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Presiding Bishop.
4. Bishops credentials should be awarded and renewed annually during our International Conference. Evaluations for renewal should begin each February after our Council meeting.

We realize, to whom much is given, much is required. I am available for further discussion.

Until then,



## **CREDENTIALING AND CANDIDACY PROCESS**

Prior to any Overseer or Pastor being considered for candidacy he/she must first be interviewed and counseled with their Regional Bishop before the process can move forward. This person must be briefed on the criteria and must understand the candidacy process.

Please refer to the Full Gospel Policy and Procedure Manual (pages 224–227) for a more exhaustive treatment of this topic.

A presbyter will be assigned to a candidate(s) following the acceptance of a candidate to the bishopric. A presbyter will be sent at the expense of the International Office to personally interview the candidate, his/her family, friends and church leadership. The presbyter will attend a church service of said candidate. **Note:** to maintain integrity and impartiality, the presbyter is not to accept a preaching engagement nor receive an honorarium during the candidacy. The presbyter must maintain neutrality and report back to the appropriate Bishop's Council and/or consecration team.



## **CREDENTIALING PROCESS** **(Updated March, 2008)**

(Please review the entire process. Timing of the process is critical. Please save this document for review throughout the credentialing process.)

1. The applicant will be contacted by the appropriate office for forms. (NOTE: ANNULMENTS AND PRE-CONVERSION DIVORCE APPLICANTS – If the applicant or the applicant’s spouse has had a previous marriage, the applicant must first contact the office before making application for credentials.)
2. The applicant should complete **both** application forms. The authorization and release forms (for both the applicant and spouse) should also be completed. Also, the background check disclosure form should be completed. The applicant should send the applications and forms with the appropriate fees to the appropriate office. (NOTE: The authorization and release forms must be notarized with a seal.) NOTE: A criminal background check will be performed upon receipt of the application.
3. Upon receiving the necessary forms, the office shall send the followings items to the applicant: (1) the general requirements, (2) the Full Gospel Baptist Church Fellowship, International position papers, (3) study material for the upcoming interview, (4) a copy of educational requirements, and (5) a synopsis of the general council test. (NOTE: if the application is found to be incomplete or unacceptable, the situation must be rectified before any further action is taken.)
4. At the same time of item #3 above, the credentialing committee will send to the presbyter the interview packet containing: (1) a copy of the application, (2) a copy of the credentialing process, (3) an interview sheet, and (4) a copy of the criminal background check.
5. After the applicant has thoroughly familiarized himself/herself with the requirements, position papers, and the preparatory study questions, the **applicant will be contacted for an interview.**
6. At the applicant’s interview, the committee shall: (1) review the application and ask appropriate questions. (Note: The general council credentials committee has mandated that any noted activity on the criminal background check must be thoroughly explained by the applicant to the interviewing committee, in order for the application to be considered. A report from the committee must be sent to the Bishop’s



Council with the interview sheet and notes concerning the criminal background check.)

7. If the interviewing committee feels that the applicant may proceed with the credentialing process, the applicant should prepare to take the General Council Exam. The exam will be taken at the location choice of the committee. Note: The applicant should be sure to familiarize himself/herself with the synopsis of the test before taking it. It is advisable that the applicant complete all of the required educational courses.
8. The exam will not be considered until the committee has received the interview sheet with notes (if applicable) concerning the criminal background check.
9. Any applicant who is disqualified during these procedures may appeal to the credentials committee.
10. Educational Requirements – to be determined
  - a. The applicant must meet all requirements for education before being recommended for credentials.
  - b. Regardless of experience, transcripts, etc., all applicants must take the required courses.
11. Promptness - The applicant should strive to be prompt and timely with the entire credentialing process. Violation of the deadlines could disqualify the individual from obtaining credentials.
12. Recommendation – When the process and requirements are completed, a recommendation shall be made to the Council for approval. The applicant will be contacted by the committee for affirmation or denial of credentials.
13. Consecration – The applicant will be contact for date, date, time and location of official consecration.
14. Investment - The application will also be notified of all fees, garments and material required for official consecration.
15. Christian Character - Character, integrity and maturity are integral parts of our Christian witness as Leaders in the Body of Christ. Steps will be taken to ensure that the applicant exemplifies these attributes necessary for this High Calling.



## **RECOMMENDATIONS**

1. An abbreviated portion of the entire report should be used as a part of Fellowship Recruitment and also included in the Pastor Orientation book
2. At the end of the approved report presentation we will provide an electronic document for overall Fellowship usage.



## **Final Recommendations for Good Customer Service**

1. The *Good Customer Service Report* should be available to every leader and worker in the Fellowship.
2. An abbreviated portion of the entire report should be used as a part of Fellowship Recruitment and also included in the Pastor Orientation book.
3. An electronic document should be provided at the end of the approved report presentation for overall Fellowship usage.
4. The Fellowship should invest in establishing a budget to create a Good Customer Service Training Program on International, Regional, State, District, and Local Church levels.



## VISION 500

Our International Presiding Bishop has presented an innovative vision for strategically supporting our annual conferences as well as the ongoing work of the International Fellowship. This vision has been included as an addendum to this proposal because of its vital connection to the Fellowship's capacity to offer *Good Customer Service*.

Vision 500 is taken from the world, as Jesus has declared; "the children of this world are in their generation wiser than the children of light." (Luke 16:8b)

Fortune 500 Companies are high performance companies. They are motivated by vision and passion. While we do not have to be a megachurch to participate in Vision 500, we must have an undeniable passion for the vision that is manifested by specific areas of high performance.

**Vision 500 Churches** are defined as follows:

- Covenant Partner Churches
  - \$480/mth Bishops
  - \$240/mth Overseers
  - \$120/mth Pastors
- \$5,000 Debt-Free Payment
- Register 40 people for Annual Conference with names and addresses
- Register 10 people for Pastors and Ministry Workers Conf with names and addresses

**Ladder Holder Churches** are defined as follows:

- Covenant Partner Churches
  - \$480/mth Bishops
  - \$240/mth Overseers
  - \$120/mth Pastors
- Below \$5,000 Debt-Free Payment
- Register below 40 people for Annual Conference with names and addresses
- Register below 10 people for Pastors and Ministry Workers Conf with names and addresses