

Fruitful Congregation Journey
Guest Integration Team Report
May 18, 2015

Objective: Establish a high impact hospitality ministry to welcome people into the life of the church.

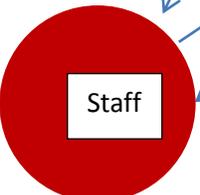
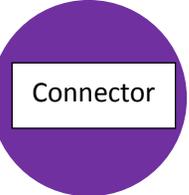
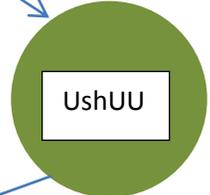
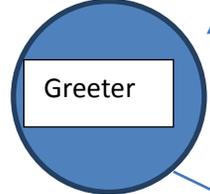
- I. Establish a culture of hospitality
 - A. Understand people visiting are in transition. “Why are they here today?”
 - B. Train people how to start a conversation with someone they do not know
 - C. Focus on people they do not know
 - D. Use the 5-10 Rule: For 5 minutes before and after church service greet and meet people within 10 feet you do not know.
 - E. Encourage use of nametags
- II. Role of Hosts (all positions will be trained)
 - A. Greeters
 1. Welcome all through the doors of our church
 2. Identify newcomers and link with connectors
 3. Show genuine interest in welcoming visitors
 4. Escort to area of interest when possible
 5. Serve quarterly
 - B. Ushers (modified slightly for each service)
 1. Offer bulletin as people enter worship (one usher per door)
 2. Additional ushers will assist people to find an available seat
 3. Identify visitors and link them with connectors
 4. Collect visitor information from attendance pads and give to connectors
 5. Serve quarterly
 - C. Connectors (for each service)
 1. Engage visitors
 2. Answers question, especially about logistics of building and their needs
 3. Collect contact information
 4. Offer Welcome Packet to visitors
 5. Make contact (phone, email, USPS, text) with visitor within 48 hours of service
 6. Give visitor’s contact information to staff
 7. Schedule a visit (no more than 45 minutes) after a guest visits three times
 8. Assign a “shepard” to the visitor and pass information to the spirit development team
 9. Serve quarterly
 - D. Staff
 1. Enter contact information of guests into the database
 2. Send a letter from the pastor to guests about previous week’s service and the upcoming service
 3. Follow up communication if guest does not return within 2 weeks
- III. Monthly Information Meeting for Visitors
 - A. Facilitated by a lay person
 - B. Scheduled after 11:00 service with meal
 - C. Itinerary

1. Introduce staff
 2. Introduction by visitors
 3. Discuss church values and vision, who we are, and opportunities for involvement in church
 4. Offer a nametag
 5. Tour of building
- IV. Welcome Packets
- A. Located at Welcome Counter and will be distributed by “Hosts” (including connectors, greeters and ushers)
 - B. Contents
 1. Core Values and Vision
 2. Contact information for staff, and for church’s social media
 3. Pandora station
 4. Coupon for Silver Dipper

Action Items

1. Place additional name tag holder between doors to back parking lot.
2. Who is responsible for maintaining database, name tag list and placement of name tags?
3. Install signage for restrooms

Guest Integration
First United Methodist Church
West Lafayette, IN



- Greet unfamiliar guests
- Seek out visitors and welcome

- Welcome all through the doors of our church
- Identify newcomers and link with connectors
- Show genuine interest in welcoming visitors
- Serve quarterly

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- Additional ushers will assist people to find an available seat
- Identify visitors and link them with connectors
- Serve quarterly

- Engage visitors
- Answers question, especially about logistics of building and their needs
- Collect contact information and answer questions
- Offer Welcome Packet to visitors
- Make contact (phone, email, USPS, text) with visitor within 48 hours of service
- Give visitor's contact information to staff
- Schedule a home visit after a guest visits three times
- Assign a "shepard" to the visitor and pass information to the Spiritual Development team

- Enter contact information of guests into the database
- Send a letter from the pastor to guests about previous week's service and the upcoming service
- Follow up communication if guest does not return within 2 weeks

