Hospitality Ministry: Greeter, Welcome Desk and Usher Training
Greeter, Welcome Desk & Usher Training Agenda

- Training Purpose and Outcomes
- Hospitality Ministry Purpose and Goals
- Greeter Video
- Hospitality Duties
Training Purpose and Outcomes
Training Purpose

- The Outreach team has reviewed our current process and found opportunities for improvement
  - Training has been enhanced, refreshed and updated with a focus on Christian (radical) hospitality
  - Training has been updated to include the expanded role
- A strong Hospitality Ministry is important to attract and retain people for God’s central Mission
Expected Outcomes

- Equipped with tips, tools and techniques to enhance our Hospitality Ministry
- Increased engagement with guests
- Increased engagement with members
Advent’s Hospitality Ministry Purpose and Goals
Evangelism Mind Map

Outreach Goal 2009-2010
1. Improve success rate of turning guests looking for church home into looking for church home into members of Advent (people the Holy Spirit has lead to Advent)

Outreach Book Study/Devotion 2009-2010
‘A Story Worth Sharing’ by Kelly Fryer
- God’s central Mission is evangelism (leading unbelievers to Jesus)
- Forming relationships/authentic friendships
- Telling, Inviting and Answering

- Trunk or Treat Participation
- Easter Week Postcards
- Community Garden
Advent’s Ministry
Hospitality starts with:

**Live and Love Like Jesus**

Our Biblical Guiding Principles

- **Jesus is Lord**  *(Acts 2:36, 10:36)*  *Proclaiming/Telling*
- **God transforms lives**  *(Acts 2:37-38, 41-47)*  *Guests and Members*
- **Everyone is welcome**  *(Acts 2:39, 10:34, 15:4, 8-11)*  *Radical Hospitality*
- **The Holy Spirit works within us**  *(Acts 10:44-46)*
- **Trust in God**  *(Acts 16:10, 25)*  *and guests the Holy Spirit has lead to Advent*
What is Christian Hospitality?

Wikipedia

*Hospitality* is the relationship between a guest and a host, or the act or practice of being hospitable. Specifically, this includes the reception and entertainment of guests, guests, or strangers, resorts, membership clubs, conventions, attractions, special events, and other services for travelers and tourists. "*Hospitality*" can also mean generously providing care and kindness to whoever is in need.

Bible

*Love must be sincere. Hate what is evil; cling to what is good. Be devoted to one another in brotherly love. Honor one another above yourselves.* Never be lacking in zeal, but keep your spiritual fervor, serving the Lord. Be joyful in hope, patient in affliction, faithful in prayer. *Share with God's people who are in need.* (Romans 12:9-13, NIV).
Hospitality Ministry

Purpose

- “He who receives you receives me, and he who receives me receives the one who sent me.” (Matthew 10:40 NIV)

- “Accept one another, then, just as Christ accepted you, in order to bring praise to God.” (Romans 15:7, NIV)

- Remembering Christ’s **radical hospitality** examples
  - Eat, Pray, Fellowship, Support, Encourage and Sacrifice

- Reconcile old and birth new relationships
Hospitality Ministry

Goals

- Better identify ‘First Time Guests’
- On duty every Sunday (not only because scheduled)
- Guests have a positive experience
- Guests are invited to participate in Advent’s ministry
- Guests want to come back
- Guests discover God and join in our vision (Live and Love Like Jesus)
Greeter Video
Greeter Video

OHC Greeters video created by Oak Haven Church in Andover, Minnesota.

OHC Greeters Part 1

OHC Greeters Part 2
Greeter Video

Inputs – What stood out for you in the video?
Greeter and Welcome Desk Duties
Self-Preparation (Ushers, Greeters & WD)

- Dress appropriate for our church context.
- Fresh breath (mints or gum are helpful, or those spray things).
- Deodorant - particularly if you like to hug those whom you know. Note, Hug only if other person initiates.
- Prayer - Ask God to help you greet everyone and that all guests may discover Him.
Before Worship

- Check the entry area (narthex) for cleanliness and tidiness (Greeters).
- Fix what needs to be straightened up (WD).
- Make sure doors are unlocked and opened (Greeters for early service).
- Be familiar with answers to common questions like ‘where is the bathroom?’ (Ushers, Greeters and WD).
- Be familiar with church activities and locations like Sunday School, etc. (Greeters and WD).
- Locate guest information packets (WD).
As People Enter (Greeters)

- Warmly welcome each person.
- Handshakes are typical, but be sensitive to closed postures of those who don’t like handshakes or hugs.
- Greet people by name if you know them.
- Greet the children too!
- Smile.
- Depending on the pace of people entering, you might inquire, “How’s the family?” or “How are you doing?”

Note: See appendix — “10 Awesome Tips for Church Greeters” By: EvangelismCoach and “Radical Hospitality Tip!” By: Princeton UMC, Princeton, NJ
Noticing Guests (Greeters, WD, Ushers)

- Look for people you don’t recognize.
- Offer your name and see if they offer theirs.
  - “I’m not remembering your name right now, could you help me out?”
  - I haven’t meet you yet, my name is…….
- Don’t lavish too much attention on first time guests. Take your cue from the guest.
- If there are children with the guest, offer information about Sunday School or Nursery.
- Take them to the welcome desk (greeter/ushers) and introduce them to the attendant.
- Welcome desk attendant introduce them to an usher.
After Worship (Expanded role:)

- Usher take visitors without name tag to WD.
- Greet people by name as they leave the sanctuary.
- Thank guests for coming.
- Invite them to the Gathering Room for coffee or Sunday School class.
- Engage guests and members you don’t know in conversation.
- Introduce guests to others.
- Seek out those who don’t look connected.

**Prayer**
- Offer to pray (and do it) for needs that have been mentioned.
- Ask God to help ‘Guest’s Name’ discover Him.

Note: See appendix “10 Most Important Minutes to Church Guests” Written by: EvangelismCoach on March 19, 2009
Reflects my experiences making visits

I found this surprising. Marketing books on first impressions often stress the first 7 minutes of a visitor’s experience, but this surprise result indicates that the fellowship time afterwards is perhaps more important than even first impressions.

But when I reflect on my experiences as a first time church visitor, it makes perfect sense. When I am a first time visitor I am focused on the mechanics of getting to the sanctuary, getting a seat, and getting oriented to my surroundings. The services of greeters and location of signs are helpful in accomplishing that task. A task oriented mentality narrows the focus to accomplishing the task, not to evaluating the friendliness of a congregation. The more helpful the congregation is in getting that task done (greeters, ushers, signs) the easier I can get it checked off the list.

However, the 10 minutes after the service is where I am now relaxed, ready to engage people, having heard a message, prayed, sang some songs. I grab a cup of coffee and am now ready to talk with people about what I just experienced.

This is where the level of friendliness comes to clear view:
• Is any one approaching me as a the first time visitor?
• Does any one want to talk with me?
Summary of Key Points

- Focal Point is **Love for Jesus** and Love for people (the desired for people to know Him)
- **Prayer** – Ask God to help you greet and that our guests will find Him
- The importance of remembering **people’s names**
- The **ten most important minutes** are after the worship service
- Engaging **guests and members** you don’t know **in conversation**
Training Feedback

- What stands out for you?
- What would you change?
- What is the opportunity or challenge for you?
Process Mapping Opportunities

- Identifying First Time Guests
- Sharing information with guests
- Taking guests to the Welcome Desk
- Pastors welcome guests every Sunday
- Every member wears name tag
- Personal engagement (conversation) with guests
- Introducing the guests to others
- Collecting guest information
**Focal Point**
Love for Jesus *(Jesus Is Lord)*
Want others to know and love Jesus
People need to feel welcomed
Know they are loved
They want to come back

**Passion**
Passion for greeting people
Love of people
Care about and love people
Want them to be happy when they leave
Want them to have a positive experience
Everyone is important (visitors and members)

**Names**
Remember names
Repeat their name back to them after the service
Jesus is the most important name
Everyone else's name next in importance
Intentional about remembering names

**Pre-worship**
Passionate Greeting
Ask them their name
Share information (Sunday School, etc.)
Stay with the visitor until hand-off
Introduce to usher and others
Enough depth in Greeters to stay with visitor

**Conversation**
Engage the visitor in conversation
Introduce yourself to a member you don't know
Engage members you don't know in conversation

**Post-worship**
Thank them for coming
Repeat their name back to them
10 Awesome Tips for Church Greeters

Written By: EvangelismCoach

- Smile
- Fresh breath
- Make eye contact
- Take initiative and greet
- Don’t ask “Are you new?”
- Don’t ask “Is this your first time?”
- Offer a bulletin if your church uses them
- Personal warmth — look like you enjoy welcoming people
- Say “I don’t think I’ve met you yet, I’m {insert your name here}”
- If they are new, offer to show them where the restrooms are and offer information about childcare if necessary
The Monday Morning Group recently considered how to achieve the church's goal of "Radical Hospitality" with regard to Sunday morning visitors. The group came up with these suggestions for how we all -- as congregation members can be more welcoming, not just to newcomers, but also to each other.

- Smile or say Good Morning! That may seem quite obvious, but ask yourself next week -- "Am I entering with praise and thanksgiving?"
- Offer to escort someone who appears to be new into the coffee hour
- In the Sanford-Davis Room, approach a stranger (anyone without a name tag or someone with a name tag that you don't know). Introduce a new family to another church family with similarly aged children.
- Maybe you fear introducing yourself to a long time member. Here's a strategy: "I may have met you before, but I'm afraid I don't know your name."

Here's what you can offer newcomers and/or first time visitors:
- Coffee, cookies and introductions to a pastor or another member.
- Tourist and community information: Visitors guides are on the table at the Sanford-Davis Room door. Show them how to get to your favorite site, like Einstein's house.
- A quickie tour of the church, pointing out rest rooms, classrooms, and maybe the choir room murals. Take them to the front of the church to admire the St. George and the Dragon Tiffany window.
- Your business card and/or phone number to call if they need help getting settled.
- Your friendship.

Princeton United Methodist Church, Princeton, NJ
Then Jesus said to his host, “When you give a luncheon or dinner, do not invite your friends, your brothers or relatives, or your rich neighbors; if you do, they may invite you back and so you will be repaid.  

But when you give a banquet, invite the poor, the crippled, the lame, the blind, and you will be blessed. Although they cannot repay you, you will be repaid at the resurrection of the righteous.” Luke 14:12-14 NIV
10 Most Important Minutes
Written By: EvangelismCoach on March 19, 2009

10 most important minutes
Charles Arn has surveyed thousands of people: (Source: 3 Questions for Charles Arn). We also asked the focus groups when they decided that the church was friendly or not. From the answers we got, there’s a ten-minute window that is pregnant with opportunities for a church to make a good impression. And it wasn’t the ten minutes I expected. I thought they would say it was right after they got out of the car and walked into the building, but more than any other time, folks said, “I decided this was a friendly church in the ten minutes following the conclusion of the service.” Many feel that that is the first time people are free to be themselves. Up until that point, you go through the routine and enter the sanctuary and follow the directions. But when the last song is sung and the last prayer is prayed, then it’s a free-for-all, and in the minds of the Guests, they’re asking, “Will these people really go out of their way to welcome newcomers like me?”
Reflects my experiences making visits

I found this surprising. Marketing books on first impressions often stress the first 7 minutes of a visitor’s experience, but this surprise result indicates that the fellowship time afterwards is perhaps more important than even first impressions.

But when I reflect on my experiences as a first time church visitor, it makes perfect sense. When I am a first time visitor I am focused on the mechanics of getting to the sanctuary, getting a seat, and getting oriented to my surroundings. The services of greeters and location of signs are helpful in accomplishing that task. A task oriented mentality narrows the focus to accomplishing the task, not to evaluating the friendliness of a congregation. The more helpful the congregation is in getting that task done (greeters, ushers, signs) the easier I can get it checked off the list.

However, the 10 minutes after the service is where I am now relaxed, ready to engage people, having heard a message, prayed, sang some songs. I grab a cup of coffee and am now ready to talk with people about what I just experienced.

This is where the level of friendliness comes to clear view:

- Is any one approaching me as a the first time visitor?
- Does any one want to talk with me?
Steps to improve your church hospitality after worship

In How to welcome Church Guests, a whole chapter is devoted to these important ten minutes, including how to talk with Guests after the service. It’s not the time to conduct church business with insiders. It’s time to talk with Guests.

The research shows that those 10 minutes after the service are the perfect time to take initiative and talk with your guests. You could:

• Introduce yourself: “I’ve not met you yet, I’m Chris . . . .”
• Offer to pray with them right then if a need is shared.
• Offer to answer questions they might have about their experience.

It’s about them — not about you or your church. It’s not about the quality of your coffee or the freshness of the pastries (though that is important). It’s about intentionally making connections after the service.
A Must Read for EVERY Church: Greeters

Posted by Michael J. Ellis at Friday, August 21, 2009

**Speak in a welcoming way.** Don’t ask people whether they’re “new here.” If the answer is “no,” they might be annoyed; and if the answer is “yes,” they will feel even more like outsiders than they already do. Instead, when you don’t recognize people, simply welcome them to St. Andrew’s, introduce yourself, and say that you don’t think you’ve met them before.…

**Use simple terminology.** We use a lot of code language in the Episcopal Church. If you’re speaking to a visitor, don’t say, “Go through the narthex and turn right to find the undercroft.” Instead, use everyday language like “entryway” and “basement.” Feeling ignorant doesn’t help a visitor feel welcome.

**Introduce people to others.** Once you’ve had a chance to engage a visitor in conversation, don’t let the welcome stop there. Find other St. Andrew’s members who are outgoing and friendly, and introduce the visitor to them.

**Consider yourself “on duty” every Sunday.** As a greeter, you won’t always be scheduled to serve. But in a sense, greeters need to be on duty every Sunday, always looking for people to welcome. It’s especially meaningful to a visitor to be greeted by someone who doesn’t “have to” do it.

**Engage people in conversation.** When you’re talking with Guests, don’t just limit yourself to pleasantries and comments about the weather. Ask them about the topic they know the most about: themselves and their lives. This helps them feel a connection to you (and therefore the church), and it lets them know that people here care about them.

**SERVE WITH JOY!**

“I was a stranger, and you welcomed me.” — Matthew 25:35