

How to Make Your Church Visitor Friendly

Listening Guide

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Examples of Hospitality in the Scripture

Hebrews 13:1

“Let brotherly love continue. Do not forget to entertain strangers, for by so doing some have unwittingly entertained angels. Remember the prisoners as if chained with them—those who are mistreated—since you yourselves are in the body also.”

TWO FACTS TO CONSIDER:

FACT#1:

Your church cannot grow without visitors.

FACT#2:

Your church cannot grow if your visitors don't come back...

Since we know these two facts to be true, then the obvious question is:

What are you doing every Sunday to make sure your visitors return?

Getting Ready For Company

What is the difference between a guest and a visitor?

It is the difference between never missing another Sunday... and never coming back.

It is all about value_____.

On the Outside

Did you know?

Researchers say that church guests decide whether or not to return to the church they are visiting in the first ten to twelve minutes upon entering the church campus.

So, what happens in the first twelve minutes?

A. Your church campus must:

- Be clean, and well maintained
- Be well landscaped
- Be inviting cosmetically
- Have directional signs

B. Parking Lot/Guest Parking

- Adequate number of guest parking spaces
- Easy to identify and locate
- Must be your best parking spaces
- Must have greeters

C. Your Greeters . . .

- Should wear name tags
- Should be friendly
- Should understand the value of this time
- Should escort guests to the welcome/information center
- Should introduce guests by name

Transitioning Our Guests

Parking Lot Greeters should escort all guests from the parking lot to the Welcome/Information Center.

This time is extremely valuable and should be used to discover the interests and needs which the church can meet.

On The Inside

The Welcome/Information Center

At the Welcome/Information Center, all guests must be welcomed and receive information.

What type of information?

- Church newsletter
- Information on upcoming events for all ages
- Information on all ministries
- Information about discipleship classes
- Information on recreational opportunities
- Information on the staff and who to call for what
- Campus Map

Parking Lot Greeters then escort the guests to a Sunday School class, nursery, youth area or to the Worship Center.

There, they must be introduced to the class greeters, teacher or usher.

The Nursery

The Nursery area must be clean, bright, cheerful, and secure.

Acknowledging Guests During Worship

How we acknowledge our guests during a worship service can either make them feel welcomed or embarrassed.

How to Make Your Guests Feel Valued

- Include – do not exclude. Act like every person is a first time guest.
- Everyone who gives an announcement, sings, speaks, etc. must be introduced or introduce themselves.
- When you acknowledge your guests, allow them some anonymity.
- Teach your people to value your guests.
- Provide a reception for guests following the service so they can personally meet the pastor and staff.