



Guest Services

Training Manual

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Introduction:

Connections Ministry

WHAT IS THE PURPOSE OF OUR CONNECTIONS MINISTRY(CM)?

The Connection Ministry at New Braunfels Church of Christ (NBCofC) was designed to create a way for people to get connected in many areas - from connecting with visitors in the parking lot, to connecting people to Christ, this ministry covers all connections within the church! This ministry's goal is to welcome, inform, and serve existing members and new visitors.

It covers the following areas: parking lot, welcome center, greeters, host, ushers, follow-up, resources for new believers, information on baptism, connection to Life Groups, volunteering...and more! Our hope is that this ministry will help take our church to the next level in growing in our relationship with Christ and each other!

For the CM, we have five principle goals.

GOAL #1 – ACKNOWLEDGE THE VISIT

ISSUE: If first impressions leave a lasting impression, then this goal is the catalyst to everything else we want to accomplish. One of the most challenging issues facing a growing church is to identify guest, engage with them, and help make their visit a memorable moment in their spiritual journey. This means the church needs to develop the principle: ***We cannot connect those whom We do not know!***

Our goal is to make the initial visit to NBCofC a WOW moment. The way we receive visitors, engage them, the way we take care of our facilities, our campus aesthetics, and the way we follow up with guest speaks volumes to whether we believe what we are doing on campus is important or not.

PLANNING

- *Identify the appropriate process and personnel to discuss mapping the new visitor experience.*
- *Our goal is conduct a semi-annual meeting for the express purpose of ensuring our mapping system is still current.*

GOAL #2 - NEW MEMBERS SHOULD BE ABLE TO LIST AT LEAST SEVEN NEW FRIENDS THEY HAVE MADE IN THE CHURCH.

ISSUE: Developing new friends automatically happens for some people based upon personality, family relationships, and talent. On the other hand, many others struggle in developing new friends. How then can these new friendships – even seven of them – be created from scratch? Is this creation solely the work of the new member or the church? Or both?

THIS MEANS THAT CONNECTIONS CAN BEGIN IN AN ORGANIZED MANNER AT THE INITIAL MOMENT OF MEMBERSHIP! BETTER YET, this process starts when a new member is still a GUEST.

PLANNING

- *Identify the appropriate process and personnel to discuss mapping the new member to meeting seven friends.*
- *“Touches” are opportunities towards creating connections.*
 1. *What are some ways we can create “touches?”*
 - *Staff*
 - *Leadership*
 - *Lay Leaders*
 - *Members*
 - *Life Groups*
- *Our goal is conduct a semi-annual meeting for the express purpose of ensuring our mapping system is still current.*

GOAL #3 - NEW MEMBERS SHOULD BE INVOLVED IN AT LEAST ONE, ROLES/TASKS/MINISTRIES IN THE CHURCH, APPROPRIATE TO THEIR SPIRITUAL GIFTS.

ISSUE: As stated in the previous goal, research indicates that effective connections is tied to quickly identifying friends and a ministry for each new member.

Significance then leads to satisfaction and satisfaction leads to effective connections! The goal is to encourage members to use their gifts during their daily walk, inside or outside the church community.

PLANNING

1. *Identify the appropriate process and personnel to discuss mapping the new member to a life group.*
2. *Should we create or conduct gift assessments?*
3. *On a semi-annual basis plan a meeting for the express purpose of mapping.*

GOAL #4 - NEW MEMBERS SHOULD BE ACTIVELY INVOLVED IN A HOME CHURCH/LIFE GROUP FELLOWSHIP, A FACE-TO-FACE GROUP.

ISSUE: Family life is life in a family! Families have relationships; life groups likewise have relationships. How big was your own family? I am guessing there were fewer than thirty people under your roof! Can we imagine sharing life with thirty people? I can't. And neither can we! Big groups, such as auditorium crowds, do not develop relationships, but they can provide energy and build “acquaintances” which is a level of connections. They develop familiarity and have a purpose but they do not develop close relationships like a family environment does. Successful connection occurs when each new member develops *relationships*.

PLANNING

1. *Identify the appropriate process and personnel to discuss mapping the new member to a life group.*
2. *On a quarterly basis plan a meeting for the express purpose of mapping.*

GOAL #5 - NEW MEMBERS SHOULD PERSONALLY UNDERSTAND AND IDENTIFY WITH THE GOALS OF THE CHURCH.

ISSUE: This two-step process of understanding and identifying the goals of the church is another way of increasing the level of ownership for a new member. It gives the new member a personal stake in the process! It helps the new member realize what they can do to further the process! And it also helps the new member realize how their offerings will be used! In so doing, the new member becomes a more connected member in terms of personal involvement.

PLANNING

- 1. Identify the appropriate process and personnel to discuss mapping the new member to understanding mission, vision, and values.*
- 2. NB101 Classes will be the connection point to helping new members identify with the mission and vision of NBCofC.*

MISSION (OUR PURPOSE)

Growing Together

VISION (WHAT WE WANT TO BE ABOUT)

Being the Body of Christ, Inviting Others to know Jesus.

VALUES (WHAT WE VALUE)

Connecting Relationships
Spiritual Formation
Reaching Others



#1 Guest Services System: Overview

When we have guests who show up at NBCOC, they're going to walk away and say one of two things...

"I felt like a guest"

Or

"I felt like an intruder"

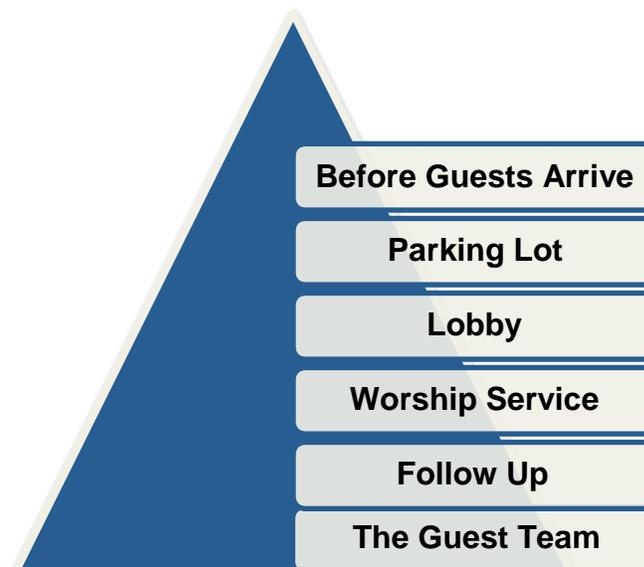
Many guests haven't been to church in a long time. Many of them are skeptical or afraid. Sometimes, they're just not sure what it's going to be like, and how people are going to respond to them.

But we can do some things on our end to avoid as much of this as possible.

We are offering hope—the hope of Jesus Christ.

Here is a big-picture overview of the *Guest Services System*...

The Guest Services System



- 1. It starts by having a great Guest Services Team.** If we can train and develop a great group of volunteers who understand the vision behind engaging guests, and the heart behind creating a great experience, we are already set up for success! This manual addresses these characteristics through a *Team Training* document, *Team Roles and Responsibilities*, and a *Team Meeting Schedule*.
- 2. Prepare before guests arrive.** If our Guest Services Team (or key leaders within that team) can ask—and answer—the right questions, we'll have a *much* clearer understanding about what we should do to create a great guest experience. To enhance our understanding, this manual includes a *Guest Prep Guide* as well as a *Guest Prep Questionnaire*.
- 3. Think about our parking lot.** We need to see our parking lot experience through the eyes of a guest. After all, it's the first impression of our church! (And nothing frustrates people more than traffic!)
- 4. The lobby is the heartbeat of guest services.** The information table is the most misplaced, underused resource for guest services. It could be a game-changer when it comes to creating a great guest experience! To enhance our encounters with guests, this manual includes an *Information Table Guide*, which includes training for volunteers who work at that table.
- 5. Help guests take a next step in your worship service.** Our Sunday morning service provides an opportunity for us to speak to a captive audience. This includes guests. We will use this time to engage them in a captivating way. For effective strategies, this manual includes *Information Sign-Up Forms* or *suggestions for capturing information*.
- 6. Never forget to follow up!** Following up with guests is a difficult thing to do, especially when our Guest Services Team is made up of volunteers. Plus, most churches immediately start thinking about next Sunday. But this is the vital discipline that can truly help us when it comes to getting guests to stick, engage, and come back. This manual includes a *Guest Follow-Up Email* and a *Connection Huddle*, which is an overview and script for an after-church guest gathering.



#2 Guest Services System: Team Training

When it comes to training guest service volunteers, here is an overview of the four key things that a team member must understand...

Team Training Overview



Before we begin, a special thanks to our volunteers for their time, energy, and service.

Always show guests the same love, care, and attention that you want them to show first-time guests.

1. Mindset: Walk In Their Shoes

- a. **Feel:** guest services is about understanding that everybody has different experiences and expectations. We must seek to *feel* the tensions that guests feel.

- b. **Pay attention:** Every time you walk into a new place (restaurant, gathering at your kid's school, etc.), take note of the tensions you feel and the questions you want answered.

2. Personalization: Embrace Their Uniqueness

- a. **Look:** Every guest has a story that has shaped the way they view the world and church. Instead of seeing all people the same, look at every guest with this in mind: "I don't know anything about their story. But somehow, it has brought them to this church today."
- b. **Embrace:** As a member of the *Guest Services Team*, you have a unique story that informs your worldview. You can make distinctive contributions based on your strengths, talents, experiences, etc. Embrace that, and use it to connect with a wide range of people who walk through the doors of this church.

3. Uncertainty: Know How To Adapt

- a. **Change:** Guest Services centers around human interactions. As we've already stated, every human is different. Because of that, you cannot see your role as static. It's constantly changing, based on one person to the next.
- b. **Act:** You must learn to be comfortable and confident, making quick decisions, acting, and adapting to a unique range of circumstances and individuals.

4. Vision: Serve with Purpose

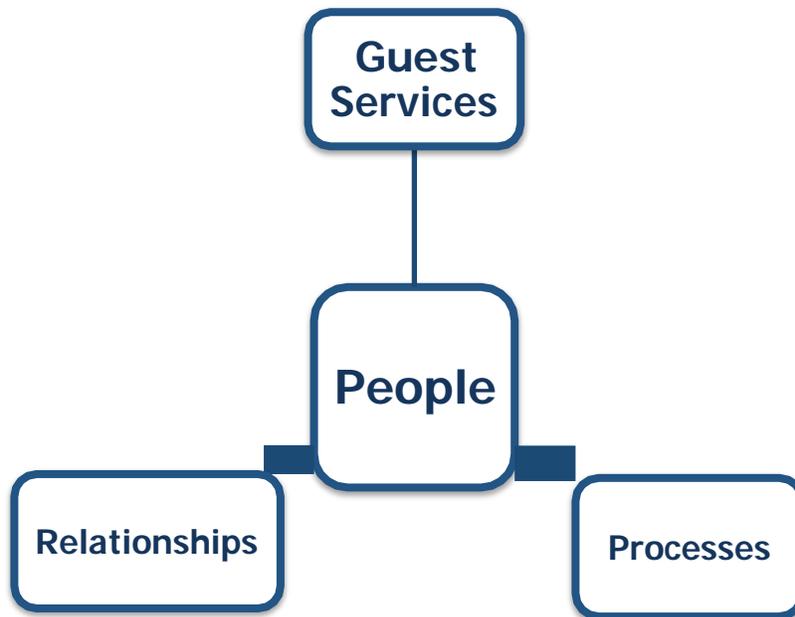
- a. **Remember:** Without purpose, we will simply be doing "tasks," and tasks can get monotonous. Before you serve on Sunday, remind yourself of why we're doing what we're doing: "*So guests will know how much God loves them by how well we serve them.*"
- b. **Love:** If we are going to truly accomplish our mission and vision for guests each week, we must work together. If we are going to invite guests into a loving community, we must model that with each other.



#3 Guest Services System: Team Roles and Responsibilities

Sometimes, guest services focus exclusively on relationships (being a greeter). Sometimes, it focuses exclusively on processes (putting email addresses from guests into the database).

But no matter what role team members play in guest services, people are always the center.



Here is a list of roles and responsibilities. We may need more or less depending on the size of our church, but we can use this as a foundation to scale up or down.

Parking Lot: Roles

- ✓✓ Parking Lot Team Captain
- ✓✓ Parking Lot Controllers

Parking Lot: Responsibilities

- ✓✓ Put out proper signage.
- ✓✓ Put out any necessary cones.
- ✓✓ Make sure each team member has proper safety attire, nametags, etc.
- ✓✓ Attend guest services team meetings.
- ✓✓ Direct traffic.
- ✓✓ Smile and wave at people.
- ✓✓ Transport guests using golf cart (if available).
- ✓✓ Gather all cones, signs, nametags, etc., and put them back in their proper place when traffic has dwindled after the service.

Lobby: Roles

- ✓✓ Lobby Team Captain
- ✓✓ Greeters
- ✓✓ Information Table Specialists

Lobby: Responsibilities

- ✓✓ Put out proper signage.
- ✓✓ Gather any items to be passed out as people enter.
- ✓✓ Make sure each team member has proper attire, nametags, etc.
- ✓✓ Make sure information table is cleaned, stocked, and prepared.
- ✓✓ Make sure coffee stations are cleaned, stocked, and prepared.
- ✓✓ Attend guest services team meetings.
- ✓✓ Smile, welcome people, and direct them when necessary.
- ✓✓ Answer people's questions, or walk them to a person who can.
- ✓✓ Clean the coffee station after the service.
- ✓✓ Clean the information table after the service. Gather all cards that have been filled out.
- ✓✓ Put all signs and nametags back in their proper place.

Worship Service: Roles

- ✓✓ Usher Team Captain
- ✓✓ Greeting & Seating Ushers
- ✓✓ Host

Worship Service: Responsibilities

- ✓✓ Put out proper signage.
- ✓✓ Gather any items to be passed out as people enter.
- ✓✓ Make sure each team member has proper attire, nametags, etc.
- ✓✓ Make sure seating rows are stocked with any necessary cards, envelopes, pens, etc.
- ✓✓ Make sure seating rows are clean and organized.
- ✓✓ Attend guest services team meetings.
- ✓✓ Smile, welcome people, and walk them to a seat when necessary.
- ✓✓ Answer people's questions, or walk them to a person who can.
- ✓✓ Collect information cards and take them to information table specialist.

Follow Up: Roles

- ✓✓ Follow Up Team Captain

Follow Up: Responsibilities

- ✓✓ Make sure every new guest is sent a follow up email, card, or text.
- ✓✓ For all information cards that were filled out, make sure they get to the proper person and that the guest receives a response.
- ✓✓ Send out the guest services team schedule and responsibilities for the following week.

***Note: these roles do not include security team members, which our church may require.*



#4 Guest Services System: Weekly Meeting Rhythm

Meeting Guidelines

1. **Pick a start time.** Stick to it. If you start late, it'll keep stretching to a later and later start time.
2. **Pick a place.** Meet in the same place every week. If you can provide coffee and pastries, do it.
3. **Pick an end time.** Nobody wants a meeting that drags on. Plus, this is the team that needs to be out with the people. **12 minutes should be the ABSOLUTE MAX length of this weekly meeting!**
4. **Stick with it.** If you constantly cancel this meeting, people will begin to subconsciously realize that it's not a priority. Even when attendance is low, give it your passion.

Meeting Agenda

1. Encouragement/Appreciation

People will probably come in tired. Nothing picks people up like being encouraged and appreciated. There's several ways you can do this...

- ✓✓ Recognize an individual for something great they did (either at church or in his or her personal life).
- ✓✓ Thank the group.
- ✓✓ Share a story of a win.
- ✓✓ Do something special for someone (someone's birthday, someone who's going through a hard time, etc.).

2. Vision

Remind people of the vision of your church and guest services team. It's a "this is why we do what we do" moment.

3. Information

Give any pertinent announcements, then make sure everyone knows where they're going and what they need to do.

4. Questions

Ask if anyone has any questions.

5. Prayer

Close in prayer. Maybe rotate who prays each week (parking team, lobby, worship service team, etc.).



#5 Guest Services System: Preparation Guide

To prepare for guests, start by asking five questions that ensure they feel at home.

1. What's their story?

Take some time as a team and create a profile—an avatar—of a family or individual who may be coming to church for the first time.

- How old are they?
- Where are they from?
- Have they been to church before?
- Is this their first time in a while?
- Is this their first time ever?
- How many kids do they have?

Create an actual story or a situation of one or two guests who may show up at your church for the first time. **That helps you to get out of your mindset and into theirs.**

2. What's the solution?

What is some potential pain a guest could feel as they show up at your church for the first time? I'll give you a couple of examples.

Pain: they're dropping off their baby with a stranger. Well, that's a legitimate pain. Listen, we know the lady who works at preschool, and you know that she's awesome. Well, our guests don't.

Solution: S.O.W. – safety, organization, and warmth. As you work with volunteers in the nursery or preschool, this is how you train them to communicate with guests: “Hey, I just want you to know that there is no safer place than the preschool area of this church. There is no place that's better organized or warmer.” In other words, your volunteers are prepared for this pain.

Pain: they're tired. We may have people who are used to sleeping in, used to sitting on a lawn chair all Sunday, and now they're dressed up and at church, and so they're tired.

Solution: Have greeters who offer them coffee.

3. What's the system?

I encourage you, however it looks in your church, to develop a system for guests.

As you work with volunteers, they understand their role in each part of this system. Really, for a lot of guests, there are seven things that happen over the course of a Sunday at your church. Now, it could be different depending on our congregation or how we operate, but for most people, it's this:

- 1. Driving Up**
- 2. Walking In**
- 3. Dropping Off**
- 4. Sitting Down**
- 5. Picking Up**
- 6. Walking Out**
- 7. Driving Off**

Driving up.

What is the goal when guests are driving in? This is their first impression of our church. By the way, when you're working with parking team volunteers, and they don't feel like it's a very glamorous job, I would say, **“Hey, there's no job more important than yours. You are the very first impression that people have of our church, so *smile*. That's step one: just smile.”**

Walking

This is into the foyer, or lobby. What is the next step in the process for us? Is it to make everyone feel welcome? To clarify any confusion for anybody as to where they should go? To make sure every new person has someone who introduces themselves? **I mean, really, what is the goal for us in our lobby area as people are walking in for the first time?**

Dropping off.

How are you helping people understanding where their infant, teenager goes, where their middle schooler goes, or where their preschooler goes?

Sitting down.

What is the goal when it comes to walking into the main auditorium? How will they find a seat? Who will help them? What if they don't want help?

Picking up.

How are people going to pick up their kids? What procedures should be in place to make that process smooth, safe, and easy?

Driving

Make sure there's a clear and easy traffic pattern for people to get out of your parking lot. Think this isn't important? I'll just say this—don't make people upset when they're hungry! For some guests, getting to lunch will help your church as much as anything else.

4. What's their speech?

Another way you can think about this is, "What's their slang?"

- How do they talk?
- What do they understand?
- What do they not understand?

Here's what I mean by that—they don't know you, so don't assume they do. If you say, "I'm Brian, the director of outreach fellowship," they don't know what that means. Instead, say, "My name's Brian. I work here at the church, and I work with people." Say it in terms that make sense to them.

Also, they don't know who you know. I see this a lot with the welcome and connection time on stage. People say, "Oh, you guys all know Austin, he makes incredible barbecue." Guests don't know Austin. They don't know anything about his barbecue.

Inside jokes and references make people feel like outsiders.

They don't know the names of your environments. Instead of saying, "Extreme just got back from The Elevate Experience," simply say, "Our middle school environment—Extreme—just got back from their weekend camp." You must explain everything in their speech, in their language, in a way that they understand.

They don't know Christian terms. "You guys all know the story about John the Baptist..." No, they may not know the story of John the Baptist. You can't assume that they know these things. The more you can communicate in a way that does not make them feel alienated, the better their experience will be.

5. What's their step?

When it comes to guests, we need some way of gathering information, and some way of helping direct them to what's next.

Train people at any Information/First-Time Guest desk to first make an introduction—to get to know people. The more relational connections they can make at your church, the better.

Then, inspire your guests. Don't just start with, "Hey, let me tell you about this environment, you guys would be great here." Just say, "Hey, you know, one of the things about this church is that we love connecting people to other people. We love giving people an opportunity to not just be spectators, but be participants. That's why I want to tell you about these life groups, these small group communities that we have." Or, "That's why I want to tell you about these opportunities we give people to serve."

Don't just talk about student ministry and say, "Yeah, if you have a teenager, it meets on Sunday nights at 6." Instead say, "Hey, we love teenagers at this church, and we love helping find a place for them to get connected. That's why we have this at _____."

After inspiration, you can give them the information. Now you can tell them when and how things take place.

Then, finally, an invitation. "Hey, can I get your email address so we can email you?" Or, "Can we meet your teenage son or daughter so I can walk them down and show them where the student ministry meets? Is there a way that we can get in touch with you?" It's a non-invasive invitation for them to give you some type of information, or take some type of step.

Our goal is to move them as quickly as possible from feeling like an outsider to feeling like an insider.

Why Guests Are Afraid

There is a server at a restaurant my wife and I go to a lot, and when we mentioned our church to her, she said, "Only married couples with kids go to church there." We recently heard a mom say, "I've never dropped off my baby with anyone other than my mom." There are many reasons why people don't go to church, but oftentimes, they all boil down to one common question:

Will I be okay?

This is about emotion. This is about how it's going to *feel* if they attend. They wonder, "Am I going to get struck by lightning? Am I going to feel guilty the whole time? It's only for married couples – am I going to feel left out? Am I going to feel safe dropping off my baby?"

What people want to know is, "Am I okay?" Just imagine if people left our church saying...

- *"I felt welcome when I walked through the doors of your church. I felt acceptance from people of all ages."*
- *"I'm 20 and single and people my grandparents' ages were talking to me and making me feel welcome and accepted."*
- *"I felt safe dropping off my baby at the church nursery."*

What an incredible opportunity for you to move people closer to the love and acceptance and grace of God, by simply addressing some of their emotional fears?

In a small way, them connecting to your church emotionally is a step towards them connecting to God emotionally, and you want to make that process as smooth, as loving, and as welcoming as possible.



#6 Guest Services System: Guest Prep Questionnaire

What's their story? Name, age, background, how they got to your church, etc.

**Showing up at our church this week, what's some pain they may feel?
What are some potential solutions to that pain?**

What do we want our volunteers to do at each of the following checkpoints for a guest...?

PULLING IN:

WALKING IN:

DROPPING OFF:

SITTING DOWN:

PICKING UP:

WALKING OUT:

DRIVING OFF:

What are some things in our church that could be confusing to a guest if they're not clearly explained?

What are some simple, easy-to-take next steps we can offer to guests?



#7 Guest Services system: Information Table Guide

The information table is an important place.

As we've already mentioned, it creates a massive, incredible opportunity for us to engage guests.

Because of that, we want to look for sharp people who are relational geniuses to work this table.

Seek them out, even if they've never expressed interest in being on the guest services team.

At the end of this document, we'll lay out a specific training we'll want to walk through with your information table volunteers. But first, here are some other things to take seriously...

- ✓✓ **Put The Information Table In A Highly Visible Area.** Don't tuck this away in a corner of our lobby. Put it in a place where *everybody* can see it. (After all, first-time guests aren't the only people who have questions they need answered!)
- ✓✓ **Give The Table Clear, Visible Signage.** Whether the table says *HAVE QUESTIONS?*, *WANT TO KNOW MORE?*, or simply *INFORMATION*, make it big, and make it obvious.
- ✓✓ **Get Help On The Design Of The Information Space.** Find someone in your church who's good at interior design. Personally ask them to help us create an information table that looks warm and inviting. I've seen churches do a great job of this with little to no budget.
- ✓✓ **Call our Info Table Volunteer A Help Specialist Or Director Of Information.** It sounds corny, but it creates purpose and vision around the role. We may come up with a better title than I did. That's great: just give it meaning! We've read of some churches that pay little to no attention to their information table: it's just a person who "stands there."

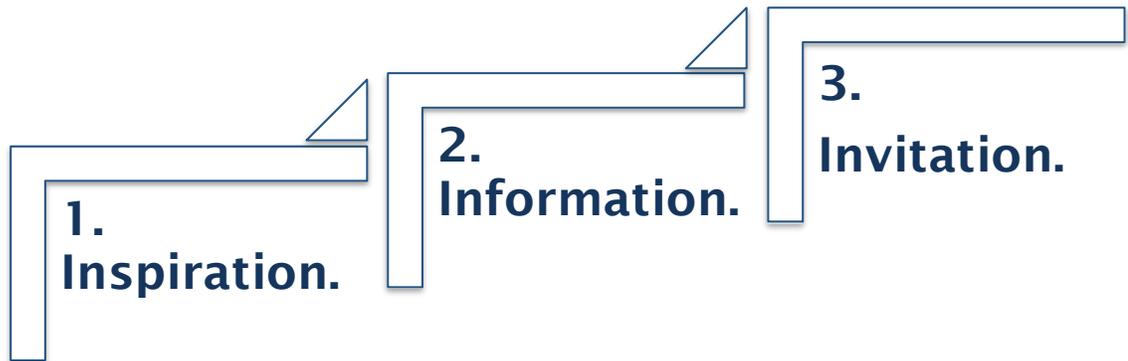
✓✓ **Make Sure Your Info Table Volunteer Knows What's Going On In our Church!** They need to have exhaustive inside information about things like...

- Upcoming events
- Nursery/pre-school protocol
- How to give online
- When high school ministry meets
- How to sign up for a life group
- How to become a volunteer
- How to get a copy of last week's sermon

✓✓ **Make Sure Your Information Table Has All The Information It Needs (Especially A Way To Get Contact Information From Guests!).** Most church information tables are ignored. They have outdated forms, flyers, etc. Let's give our info table volunteer all the resources they need to invite guests to take the next step.

✓✓ **Tell Your Info Table Volunteers To Build Relationships.** If they're relational wizards, this will come naturally to them. They should always start with an introduction. If they can get to know people and make relational connections, it will create a sticking point for guests.

✓✓ **Create A System For Info Table Volunteers.** Here's a three-step guide to engaging with people's questions:



1. Inspiration.

For instance, if people ask questions about student ministry, don't just talk about student ministry and say, "Yeah, if you have a teenager, it meets on Sunday nights at 6."

Instead say, "Hey, we love teenagers at this church, and we love helping find a place for them to get connected! We think there's no better place for them to be on Sunday mornings than in our student ministry!"

2. Information.

Now you can tell them when life groups meet, how to become a volunteer, etc.

3. Invitation.

Then, finally, an invitation. "Hey, can we get your email address so we can email you?" Or, "Can we meet your teenage son or daughter so I can walk them down and show them where the student ministry meets? Is there a way that we can get in touch with you?" It's a non-invasive invitation for them to give you some type of information, or take some type of step.

The goal of the *Information Specialist* is to move people, as quickly as possible, from feeling like an outsider to feeling like an insider.



#8 Guest Services System: Guest Response Email

Sometimes, people feel uncomfortable giving you their cell phone number. But for the most part, people are fine with giving their email address.

If someone fills out an interest card *of any kind*, there should be a place for them to put their email address.

Also, if someone visits the information table, the volunteer who works that station should look (if possible) for an opportunity to get their email address.

The follow up gives us a chance to connect with people *after* they've visited our church.

How does having an email help us?

1. We can send follow up communication thanking them for coming.

Here's a sample response email we send to new visitors every week:

Dear _____,

Good afternoon! We are so thankful that you chose to worship with us at the New Braunfels Church of Christ last Sunday. We are a body that truly loves the Lord as well as His people. Our goal is love, serve, and bless others just as the Lord has blessed us. If you have any questions or if there is any way that we can assist you, please let us know. We look forward to seeing you again soon; we truly want to know you better. Have a blessed week!

“Now may the Lord of Peace Himself give you peace at all times and in every way. The Lord be with all of you.”

~ 2Thessalonians 3:16

2. It helps us to send them invitations to church events.
3. It helps us give them access to rightnowmedia.com.
4. It helps us find and connect with them on social media.

#9 Guest Services System: Connection or Discovery Class

For us, gathering once a month on a set Sunday is the ideal time to set up a consistent gathering for new guests. It doesn't have to be only for people who are there for the first time. But, let people know that this meeting is for people who have questions about the church, want to get connected, or want to know some of the next steps your church offers.

Whether you call this a *First-Timers Class*, a *Meet & Greet*, or a *Next Steps Meeting*, it has five purposes:

1. Make a relational connection with people who visited your church.
2. If we have the budget, give them a gift (even if we don't have budget for gifts, consider writing them a personal note after the meeting).
3. Answer any questions they have.
4. Help people take a next step and get connected and involved in our church.
5. Learn what we're doing right and wrong as a church when it comes to creating a great guest experience.

Here's a sample script, which also walks through the flow of the meeting (it doesn't need to last long at all).

Hey everyone, my name is Paul. I've been a part of this church family for ____ years. Thank you so much for coming here today. I recognize that you take a chance anytime you try out a new church. However you got here, I'm glad you made it! I hope it has been a great experience for you and your family. If not, we'd love to know what we can do to make it better for first-time guests like you.

Also, thank you for taking time to come to this quick little gathering. I want to be respectful of your time, so I won't keep you here long. The main point of this is just to share with you our directions, connect with you guys and see if you have any questions. We don't put people on the spot or pressure them. We simply want to know you to the extent that you want to be known.

(Share our purpose for gathering them).

At the end, tell them, if they have any questions, we will do our best to answer them. After that, I'd love to meet with you. But again, no pressure.

Anyone have questions or comments?

(Allow time for people to share and ask questions).

Again, thanks for showing up today. I know you're all busy. I appreciate you doing the hard work of getting your family to church. If there's anything we can do for you, please let us know. And hopefully we'll see you guys next week!