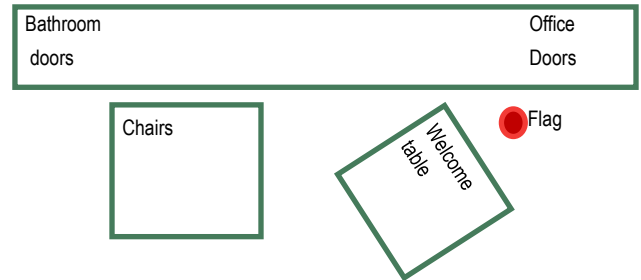


Welcome Host

Welcome and
Worship
Ministry

Role

To greet visitors who are seeking information about our church. Your job is to help visitors feel comfortable, answer questions, and equip guests with information that will help them know whether our church is a good match for their household.



Two Shifts

9:00 Worship (Early) Shift: 8:40-9:05, 10:00-10:20

Set-Up for Early Shift

- Bring out basket of gift bags from the cabinets in the Coffee Counter.
- Bring a few nametags and pen over to the Welcome table in case people want to use those.

Take-Down for Later Shift

- Put basket with gift bags back in hospitality desk.

During your Shift

- Stand next to or behind the Welcome table.
- Engage in conversation with new people using the tips for Hospitality.
- Realize: There will be Sundays you don't have anyone stop by, but it's paramount a Welcome Host is available when we do have a visitor stop. Every Sunday we have visitors, some stop by, some do not.
- In order to create a comfortable environment, feel free to engage in conversation with regulars while you are "working", but turn your attention to guests as they come up. (Research shows that people are more likely to stop by if there's activity around the area).
- Keep an eye on the Coffee Counter during coffee time, if there is a need send someone back to the kitchen.

2017 Coordinator

Jill Easton

jilleaston55@comcast.net

651-336-7215

Here's what Jill does:

- Sends out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watches Time To Sign Up to ensure all shifts are filled.

Hospitality

Welcome and
Worship
Ministry

Who is responsible for welcome?

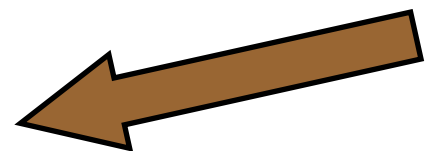
- Everyone in the congregation is responsible for welcome.
- We welcome people we don't know... they might be new to church, or maybe we just haven't met them yet.
- The goal is to welcome 100% of our visitors, ensuring each one has a conversation with another person before they leave.
- As ministries of worship and welcome, we set the culture for the rest of the congregation.

A Welcoming Presence

- Notice people
- Greet everyone... every single person
- Extend a hand for handshake or high five (sometimes works for kids, and even adults)
- Speak language of kindness
- Help the bewildered
- Disarm the discomfort

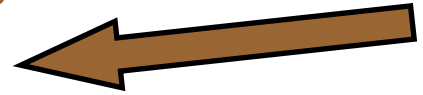
How to Recognize a Visitor

- Looking above heads for signage
- Asking questions that first timers ask (E.g., can I take coffee in the sanctuary?)
- Walking slowly, as if they are absorbing much information.
- Tentativeness
- Looking bewildered or confused because they can't find something.



And then... Other-Oriented Questions

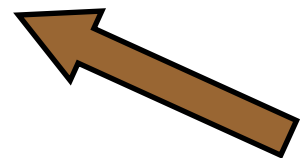
How to find out about them.



- **How did you hear about us?**
- **What keeps you busy during the week?**
- **Do you live around here?**
- **Do you know anyone that attends the church?**
- **Are you looking for a church home?**
- **Is there anything in particular you want to know about us?**
- **If they are a regular participant you just met, how to connect with church besides worship?**

Invitations

- Coffee Time in Commons or Fellowship Hall
- Encourage to pick up newsletter, other information, and gift bag at Welcome table. Point out the table by telling them it's by the orange-colored flag.
- Invite them back again. **"I hope to see you in worship again sometime."**



Kids

The message we send: Kids are important and are welcomed in worship.

- Offer both children and adults a bulletin.
- Let families with children know about the activity bags (by the bookshelf) and the play space in the front of the worship center.
- Let families know that they are welcome to stay together in worship, or use the nursery or Creation Station.
- In our church anyone who desires to participate in Communion is welcome to do so, including children.

Using TimeToSignUp

Welcome and
Worship
Ministry

What is it?

TimeToSignUp is an online volunteer management system. Both the coordinators and participants will benefit from the use because it creates efficiency.

What information do I have to give?

- At minimum, you need to give your name and email. There is an additional option for phone.
- We picked this site because there is no spamming associated with it.

If I'm on a rotation, do I need to use it?

- Ushers/Greeters and Welcome Hosts *who have committed to a regular rotation* do *NOT* need to use TimeToSignUp. Our Ministry and Volunteer Coordinator will put you in monthly.
- However, if you are on a rotation and need to change, you will need to find your replacement or contact your Area Coordinator so they can help by opening your slots.

Free Agents Signing Up

- If you are not on a regular rotation, you are considered a "free agent," meaning that you will sign up when you are available.
- Free agents will need to use TimeToSignUp to sign up for their slots.
- A NOTE for Communion Servers: all of you are technically free agents because there isn't any kind of monthly rotation for communion servers. The 10:30 Servers will use TimeToSignUp. 9:00 Servers will need to work with their coordinator on what works best.

Knowing when to Sign Up

- You will receive an email from your coordinator about once a month, reminding you it's time to sign up.
- In the email, you will click on a link that takes you to the signup page.
- Please,,, pretty please go into the signup when you get the email and put your name in. It's nearly as fast as hitting reply and sending an email back to the coordinator. Your use of TimeToSignUp is a way you can support the efforts of the coordinators who have stepped forward to volunteer.