

POINT PERSON

PERSONALITY

- Punctual
- Outgoing personality
- Gift of hospitality
- Great conversationalist
- Others-centred
- Good knowledge of and keen supporter of your churches ministries, values, and mission
- Good knowledge of local church events
- Knows where different discussion groups are located and church campus

ROLE DESCRIPTION

- Arrive at 8:45am or earlier.
- Open up all areas where discussion groups or kids Sabbath Schools happen.
- Pray with the First Impressions Team at 9:00am or shortly afterwards.
- Help set up the Welcome Centre.
- If any of the FIM team hasn't turned up on time, start phoning to see where they are.
- Using the people who have turned up on time, make sure all doors are covered and that people are being welcomed, until all the volunteers have arrived.
- Finish 15 minutes after the service ends

BEST PRACTICE

- Spend time with all the team and encourage their efforts
- Point person usually doubles as an extra Host and a Farewell Person
- Provide positive and constructive feedback where needed
- Continue casting the FIM vision
- Lookout for potential new recruits to join the team

COMMON MISTAKES

- Not spending enough time with the team

THE WELCOME CENTRE

PERSONALITY

- Punctual
- Outgoing personality
- Gift of hospitality
- Excellent customer service skills
- Good knowledge of and keen supporter of your churches ministries, values, and mission
- Good knowledge of local church events
- Knows where different discussion groups are located and church campus
- Good problem solver

ROLE DESCRIPTION

- Arrive before any guests get there (9am) and set up the Information Desk.
- Join the prayer time at 9:00am after which you will need to start hosting.
- Check to see if bulletins need special inserts and arrange accordingly.
- Issue name badges to the greeters
- Cheerfully answer inquiries and assist people where necessary.
- Assist with and Tithe/donation payments as required
- Encourage guests to fill out the guest register, completing all sections
- Stay on duty for the entire service to help anyone that needs it
- Make sure welcomers are well stocked with bulletins/programs so they don't run out
- Leave 15 minutes after the service ends

BEST PRACTICE

- Watch out for guests and communicate well with Hosts
- Patient, friendly and approachable
- If possible roster people on in pairs to handle the busy periods
- Give them name tags to identify them to guests

COMMON MISTAKES

- Using people that are negative or judgemental towards outsiders

GREETERS

PERSONALITY

- Punctual
- Outgoing personality
- Others-centred
- Good knowledge of and keen supporter of your churches ministries, values, and mission
- Able to identify first time guests by their body language.

ROLE DESCRIPTION

- Join the prayer time at 9:00am after which you will need to start welcoming at your door.
- Welcome people into church by saying, "Welcome to Church".
- Welcomers serve in pairs. One welcomer only to give out bulletins, the other can be the greeter/hand shaker.
- Stay at your door until 10 minutes after the service starts to allow for late comers.

BEST PRACTICE

- If working in pairs position both greeters on one side of the door so they don't block the entry point
- If someone is a guest, introduce them to one of our hosts if the guest does not know where to go. If hosts are already occupied with guests, assume the role of host. This is why we have two people welcoming at a door at all times.
- You're standing for 2 hours, so keep that in mind when choosing what shoes you'll be wearing.
- Have greeters at every entry point
- Give them name tags to identify them to guests

COMMON MISTAKES

- Using people that a negative or judgemental towards outsiders
- "Happy Sabbath" can be said to those who you know are Adventists, but don't assume that all guests know what the Sabbath is.
- Don't say "Are you new here?" you never know if they've been coming along for 20 years or this is their first time.

HOSTING

PERSONALITY

- Punctual
- Outgoing personality
- Gift of hospitality
- Great conversationalist
- Others-centred
- Good knowledge of and keen supporter of your churches ministries, values, and mission
- Good knowledge of local church events
- Knows where different discussion groups are located and church campus

ROLE DESCRIPTION

- Join the prayer time at 9:00am after which you will need to start hosting.
- Make sure that welcomers are aware that you are a host, so that they can introduce guests to you.
- Be able to identify first time guests and assist where necessary.
- Be clued up as to where all of the discussion groups are held and have the discernment to know what group would best fit your guest, then escort them to that group, and introduce them to someone you know will look after guests.
- Host start from 9:00am until 11:15am or until people have stopped arriving.

BEST PRACTICE

- As an introduction use "Hi welcome to church, I'm _____ what's your name?"
- Give new visitors a tour of the church and let them know all the great things that this church is doing
- Escort guests to areas like Sabbath schools, services, etc rather than just pointing the way
- Introduce your guests to a member(s) of your church you know will look after them
- Thank guest for coming and invite them back again

COMMON MISTAKES

- Using people that a negative or judgemental
- "Happy Sabbath" can be said to those who you know are Adventists, but don't assume that all guests know what the Sabbath is.
- Don't say "Are you new here?" you never know if they've been coming along for 20 years or this is their first time.

CAR PARKING

PERSONALITY

- Punctual
- Friendly, great smile
- Focussed
- Team spirit
- Find a need, fill a need
- Willing and eager to assist the elderly, families and disabled
- A “whatever the weather” attitude

ROLE DESCRIPTION

- Pick up your hi-visibility vest and walkie-talkie (If applicable) from the Welcome Centre.
- Direct vehicles to car parks half an hour before the main service starts and finish once cars have stopped arriving.
- Return your hi-visibility vest and walkie talkies to the Welcome Centre when you have finished (If applicable).

BEST PRACTICE

- Offer assistance to the elderly, disabled, mums with babies and prams.
- Offer umbrellas/shelter on rainy days.
- Usher with a smile and a friendly wave as people arrive at church.

COMMON MISTAKES

- Using people that a negative or judgemental
- They are not 'Parking Wardens' they are 'Parking Welcomers', make sure they know the difference.

FAREWELL MINISTRY

PERSONALITY

- Punctual
- Outgoing personality
- Invitational

ROLE DESCRIPTION

- The purpose of this ministry is to “catch” people who leave church before church has actually finished, and to make a connection with them.
- Be at your allocated door as the last song or benediction (whatever comes first) happens.
- Stand at the door for only 5-10 minutes to catch the early leavers.

BEST PRACTICE

- Invite them to stay for lunch (if applicable).
- Say something simple like, “Thanks for coming and have a great week, I hope to see you again.”

COMMON MISTAKES

- Using people that a negative or judgemental

TOP TIPS

1. Begin the morning by praying for the individuals with whom you will come in contact that day. Ask God's guidance.
2. Arrive at least 15 minutes before your time to serve. Some visitors will arrive early. Others will come at the last minute or even a few minutes late, so plan to stay at your post until 5 to 10 minutes after starting time. If a parent arrives late with children in tow, their stress will lessen when you are there to help.
3. Check to make sure lights are on and doors are unlocked. Check to make sure there are name tags, visitor tags and markers on the table in the Welcome Center. Extras are available in a bottom mailbox in the church office.
4. Wear a greeter name tag. Those tags are also available in that bottom mailbox in the church office.
5. When weather allows, please stand outside the entrance doors, so that individuals can see you before entering and so that you can open the door for them.
6. When someone arrives, extend a warm and caring handshake. Do not grip too tightly, as some individuals' hands are crippled with painful arthritis. Let your faith and joy in being a part of this congregation show, but be careful not to overwhelm visitors.
7. Concentrate on each person as he/she enters. Look each one in the eye as you shake his/her hand and say something like, "Good morning, welcome to church. We're glad you are here." What if you are not sure if the person is a visitor or a long-time member? Say the words anyway. Longtime members will appreciate the same greeting.
8. Use active listening. Is a person new to the area? Is he/she interested in anything in particular? Remember comments. You might find it helpful to keep a small notepad and pen in your pocket.
9. Speak to the children. Use their names.
10. Your primary goal is to listen to visitors and respond to their needs. Be prepared to answer questions, but not to overwhelm visitors with too much information.
11. You can give them a Welcome pack from the Welcome Centre if you have them.
12. If persons need help finding a classroom or individuals, don't tell them, show them. If you are a greeter and the hosts are busy leave your post and ask the extra greeter to cover you, or ask the extra greeter to go with the person.
13. Often visitors come during the Sabbath School hour, the Hosts will be ready and willing to give them information and a tour.
14. Introduce visitors to other members and to the pastor. Listen for more clues in order to respond to their needs.
15. Make a point to speak with visitors again. If there is a fellowship time, invite them and show where it is. You might suggest a tour of the building.
16. Watch for the person(s) to visit again, and be sure to greet and talk with them then.