

ADOX DISTRICT CHURCHES

Guest Connections Pathway

KIDS

CHILDREN'S WELCOME CENTER

- Smile
- Wear Name Tags
- Train door greeters exactly where new guests need to go downstairs if they are working the downstairs doors.
- Updated list of Sunday school classes for adults
- Provide welcome center bags.
- Crosstrain CM welcome team & lobby welcome center team

USHERS

- Smile
- Wear Name Tags
- Welcome everyone who enters the worship center
- Hand out bulletins
- Make sure that red pads are distributed & collected
- Take offering
- Provide guidance for communion

W
WORSHIP
W

COFFEE/REFRESHMENTS

- Have coffee and water out 20 minutes prior to service
- Station coffee center with one person who welcomes people
- Smile and welcome families
- Wear Name Tags
- Help people not to congregate and talk around the coffee center. Kindly move them to the nearby seating area



WELCOME

WELCOME CENTER

- Smile
- Wear Name Tags
- Don't stand behind the desk; stand beside or in front of desk
- Give welcome bag with coffee mug & welcome information from Lead Pastor
- Station a young family in the lobby to walk families downstairs to children's area
- Encourage new guest to sign connection cards
- Have names of volunteer workers in every room downstairs

FAREWELL

- Smile
- Name Tag
- Thank everyone for attending service



START



PARKING TEAM

- Put out signs for first time guest parking
- Identify first time guest and park in visitors parking
- Smile and welcome families
- Alert Greeters about guests
- Have umbrellas for inclement weather
- Continue to guide families with mobility issues to drop off canopy



GREETERS

- Smile
- Wear Name Tags
- Do not leave doors open; you may open doors for people
- Look for guest from parking team (someone who looks confused)
- Welcome everyone! (even if they are long time members)
- Minimize conversation with friends and family. Explain that you will get back with them after you leave your post.
- Knowledge of adult, children, and youth class offerings (will be provided in training and communication updated monthly)
- Coordinate with Welcome Center about guests
- Return to post during final song
- Give a fond farewell to everyone, ex: "Thanks for being with us today and have a great week"

FINISH



FOLLOW-UP

- 24-hour Email First Impression Survey
- 48-hour thank you hand written note
- 96-hour "Meet the Team" email with opportunities to connect
- Coffee with Pastor
- Connection Class (New Member Interest Class)
- Becoming a Member



DREAM



DISCERN



DEVELOP