

# Radical, Irrational Hospitality

## PRESENTERS

Bev Adams, *Hospitality Leader*, and Leah Zapata, *Director of Serve Ministries* - Christ Church Fairfax

<http://www.christchurchva.org>

- **Greeters**
  - In place 20 minutes before the service, and into the first song
  - Greets everyone, Members, Attendees and Visitors, hugs, handshakes, etc.
  - Greeting with Welcome, Glad you are here today
  - Hold door, Smiling faces
  - Helps handicapped
  - After service Greet, comes out at last song, Greets with enjoy your week, have a great day
  - Answer questions
- **Super Greeter**
  - Greets everyone, Members, Attendees, Visitors, Children
  - A Super Greeter -Knows new faces, Introduce yourself, ask non-threatening question about individual or family, help them with information to make their worship enjoyable
  - Offer coffee at café area
  - Directs parents to register their children for Kid's Ministry
  - Answers questions
- **Welcome Center**
  - Information
  - Visitor's Gift Bags and answers questions of new guests, ask and try to get visitors to fill out Connection Card to have contact information.
  - Answers all sorts of questions
  - Lost and Found
- **Café Area**
  - Offers coffee, tea, ice water, Hot Chocolate (Thanksgiving until Palm Sunday), Easter Morning has orange and apple juice, Christmas eve have Christmas cookies
  - Smiling face, answer questions
  - Beverages can go into worship center
- **Ushers**
  - Hand out Bulletins
  - Greeting all
  - Helps with Seating
  - Handicap needs
  - Medical help during service
  - Emergency training – Fire and Medical help

## Give Me Five

- Invitation during announces to meet in the front for 5 min
- Pastor meets new visitors, visitors meet Pastor and answer question
- Tells about next event or activities coming up, invites them
- **Parking**
  - Greet with a friendly wave
  - Direct Traffic
  - Provide safety in the parking with one-way streets
  - First line of security for the building
  - Provide assistance - someone fell, helped them with medical, helped them to their car, offer to drive them home, prayed with them
- **Security**
  - We have a security team that is in the worship center, welcome area, and moves around the building inside and children area

## FOLLOW-UP AFTER FIRST VISITS

- **Connection Cards**
  - Record attendance – Visitors, Attendees, Members
  - Some New Guests may not do Connection Cards until they have attended more than once
  - If you register their children in classes may find information for the Visitors
  - Front is Name, Address, email address, Prayer Request, Back of card is Churches email updates, boxes for information on Becoming a Christian, Membership, Baptism, Kid's and Youth Ministries, Small Groups, Women and Men Ministry, etc.
  - Pray Requests are prayed over by Pastors, staff and pray team
  - Visitors a personal email from staff/Volunteer with Welcome, information on activities coming up, invitation to Wednesday Night Dinner, invitation to come back to worship often
- **Wednesday Night Dinner**
  - Invitation to dinner in gift bag for free first dinner
  - First time Visitors to dinner are invited to set at a table with Pastor
  - On Wednesday night when visitors arrive - Welcome those that have not attended dinner before, invite them to sit at table with Pastors, if they decline, find them someone to sit with such as another family or a single they may have something in common with
  - Invite guests to attend classes after dinner
- **Super Greeter** - Continue to get to know the guests through greeting at front door, emails, connection cards, watching them connect with others and through classes, and growing their faith