



# Welcome

## IDEAS & RESOURCES

### First Impressions

#### Sunday Morning Suggestions

- Have your designated Vestry person of the day carry around the office cordless phone in order to answer any incoming phone calls, or...
- Have a lay ministry volunteer at the church office answering the phone for those last-minute people who might be calling to know times of worship services or directions.

#### New Episcopal signs – [Episcopal Marketplace](#)

### Greeting & Welcoming

#### Welcome Team Members

- ✚ Form greeter teams based on which service they attend; this will insure they will generally know the difference between a member and a guest/visitor

#### Welcome Team Tools & Suggestions

- ✚ “Ask Me” Name tags or t-shirts for greeters, ushers, hospitality teams
- ✚ Umbrellas: For parking lot and/or front door greeters in the event of rain
- ✚ Greeter Connectors: Intentional introduction to others = Greeter escorts visitor into nave and/or arranges for member to sit with them

#### Words of Welcome from Clergy

- ✚ Brief welcome & instructions for the congregation to introduce themselves to each other before worship service begins; clergy also intentionally points out welcome card/welcome table
- ✚ One clergy suggestion = ‘words of welcome’  
*No matter where you come from or where you're going*  
*No matter what you believe or what you doubt*  
*No matter what you feel or just don't feel today*  
*No matter whom you love*  
*You are welcome into this space to be met by a God*  
*Who knows you by name, who knows your heart, who knows your mind, and...*  
*Who wants to have a relationship with you*

#### Nametags

- ✚ Blank nametags ~ everyone writes their own name
- ✚ The 30 per page (peel off mailing label) nametags
- ✚ Laminated with magnet holders or clip ons

#### Guest Information Gathering

- ✚ Perforated “Get Connected” card attached to worship bulletin (for visitors & current members alike)
- ✚ Pew welcome card; guest book
- ✚ 5x7 clip board, with information sheet attached, given to each guest as they enter into the narthex
- ✚ Pew folder ~ at end of each pew ~ holds blank name tags, perforated newcomer/visitor information card, church information card, marker & pen

### **Guest Welcome Gift** (tie in with the church's name, locale, or logo)

- ✚ Homemade bread
- ✚ Mug
- ✚ Magnet
- ✚ Pen
- ✚ Packet of popcorn
- ✚ Chocolate bar
- ✚ Bookmarks
- ✚ Water bottle
- ✚ Bags for "green" cities where plastic bags are outlawed

### **Guest Information Packet ~ Welcome Bag/Folder**

- ✚ Church brochure with ministry information
- ✚ CD or Flash drive with information about the church
- ✚ Episcopalian, Sacraments, Creeds, BCP, brochures
- ✚ Church core values, mission & vision statement
- ✚ Current newsletter
- ✚ Facilities map with service times

### **Kid Bags**

- ✚ Colorful pipe cleaners
- ✚ Bible lesson to color
- ✚ Crayons
- ✚ Sacred scribblers (blank card stock)
- ✚ Small stuffed animal or small toy

### **Hospitality after Worship**

- ✚ Three minute rule = parishioners are encouraged to talk to someone they do not know for three (3) minutes after the service
- ✚ Clergy (if more than one on staff) welcoming at different exits after service

## Follow-Up

### **Staff and/or Ministry Volunteer Follow-up**

- ✚ Newcomer information shared with pertinent staff and/or ministry volunteers = this includes ALL clergy and any person who interfaces with newcomer

**Newcomer survey for first time visitors** [TOOLKIT](#)

## Training, Education, In-House Assessment

**Flow Chart** examples of newcomer ministry strategy/process [TOOLKIT](#)

**Mystery worshippers audit** [TOOLKIT](#)

## Recommended Books, Articles

- ✚ [Wonder](#), R. J. Palacio (written for children, a MUST read for adults)
- ✚ [Making Room: Recovering Hospitality as a Christian Tradition](#), Christine D. Pohl
- ✚ [Radical Welcome: Embracing God, the Other, and the Spirit of Transformation](#), Stephanie Spellers
- ✚ [The Inviting Church: A Study of New Member Assimilation](#), R.M. Oswald & S.B. Leas
- ✚ Welcoming article "Three Minute Hospitality" [TOOLKIT](#)