



Invite • Welcome • Connect

Welcome Check List

Welcome

Check List

Newcomer Ministry Congregational Assessment

This list is a starting place for you to assess and create your congregation's system for inviting. It is not intended to be either all inclusive or size specific.

First Impressions

	We do this well	We need to work on this	We do not do this yet
 Greeting message on church answering machine Warm, friendly voice with clear information about current service times & instructions for leaving a message	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Road signage and/or banners Contain easily readable information while driving by	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Facilities inside & out Clean, inviting, attractive, clearly tended & cared for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Designated guest parking Located near the front doors & clearly identifiable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Interior signage Clearly marked entryways, walkways, & map of facilities available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Nursery Accessible, clean, attractive to adults & children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Restrooms Well marked, clean, supplies on hand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Greeting & Welcome

 Welcome Team Members:			
• Greeters (parking lot, narthex, welcome table)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Ushers (narthex, entrance into nave)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Hospitality (coffee hour)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 Welcome Team Requirements			
• Intentional warm, friendly & informed welcome	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Balance of gender & age on team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Clergy Welcome			
• Clergy contact at door of church before and/or after worship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Words of welcome from clergy before or during service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Welcome – Information Table – Kiosk			
Clearly identified with signage & staffed with friendly greeters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Nametags			
Either everyone wears them or no one wears them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Newcomer information gathering			
A system is in place for identifying guests/visitor/newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Newcomer welcome gift			
Welcome gift for newcomers is standard policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Newcomer information packet and/or welcome bag			
Information for the newcomer is available at all times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Kid bags			
Say to newcomers “We welcome your children here!”	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Worship bulletin			
• Simple; understandable; newcomer friendly; intelligible to someone who has never been to church	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Use insider language [EYC, ECW] as teachable moment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Hospitality time (coffee hour) following worship			
• Intentional attention to visitors/guests/newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Placement important – visitor should not have to go out of their way to get to hospitality location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Follow-Up



Clergy follow-up

- Phone call, text or email from clergy following first visit
- Handwritten note, preferably from clergy, within first week



Staff and/or Laity follow-up

- Phone call, email, and/or handwritten note after 1st & 2nd visit
- Invitation to newcomer coffee/dinner and/or newcomer class
- Distribution of newcomer info to staff/leadership
- Delivery of welcome gift (if not given at time of visit)



For more Follow-up & Tracking system development

(see Connect Check List)

Training, Education, In-House Assessment



Administrative support – (see Connect Check List)

Development of admin support system for newcomer ministry



On-going training

For entire welcome team, including greeters, ushers, hospitality team



Flow chart

Newcomer ministry strategy/process for clergy/staff/leadership



Mystery worshippers audit

Invite other Episcopalians to be “mystery worshipers”