

Greeters Ministry

Curt Gunz

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What others are saying...

Many of us are experts at what local churches “ought to do” in order to be effective, but few of us are capable of explaining to them “how to do” what needs to be done. Curt Gunz, founder of *Great Commission Resources*, has produced a series of materials that show dedicated Christians exactly how to do some of the jobs that they already know they ought to do. I recommend these materials for church leaders who want their congregations to be more productive and don’t know how to make it happen.

—Dr. Howard W. Norton
Harding University

The materials from *Great Commission Resources* present very practical “hands on” help. They have done a great service for congregations of the Lord’s church that want to grow and retain their members.

—Joe Talbot
Senior Member, Board of Trustees of
Abilene Christian University

Great Commission Resources is producing high-quality materials to meet real-life congregational needs. Easy to understand and straight forward, you will be pleased with the work [*Great Commission Resources*] is offering the brotherhood.

—Dr. Don Vinzant
Oklahoma Christian University

Great Commission Resources’ products are of the highest quality both in content and presentation. They are superior to other church growth products, plus they are specifically designed for Churches of Christ. *Great Commission Resources* will enhance your ministry.

—Randy Moody
Preacher & Author

[Curt] has an exceptional talent for writing...Curt is the best resource person an eldership could have.

—The Elders of the
College Avenue Church of Christ
El Dorado, Arkansas

Great Commission Resources’ line of products are clear, concise and complete. The materials are both needed and helpful.

—David Smith
Missouri St. Church of Christ
Baytown, Texas

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Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.

Matthew 28:19-20

What is a Greeters Ministry?

Think about the last time you had to get your driver's license renewed or deal with a government agency.

Imagine that you have something important to do, something you have not done since you were a child. You start by taking a long walk from your car into a strange building. Inside, everyone knows what they are doing, everyone except *you*. They are busy rushing around going to preassigned rooms. You look on as they laugh and visit with each other. They know the drill. They move with efficiency that comes from repetition. You stumble around, ask several people and finally get where you are supposed to be. Everyone else is visiting with each other as they go about their tasks. They joke and smile, but you are the odd man out. When you finish your business, you wait around a few minutes to talk to the others, but they are busy rushing off to lunch appointments and they ignore you.

The Greeters Ministry is an organized way for your members to help visitors feel welcome

If you had to go through that, would you voluntarily go back—*ever*?

Now imagine the same situation. This time however, there is one difference, only one. As you walk into that strange and intimidating building, someone comes up to you says, "Hello." He chats with you for a moment and then helps you find the room you need. He introduces you to the right person to help you. A few people see you with him and make small talk with you. They include you in their jokes and conversations. After you finish your business, the same man seeks you out. He makes sure everything went well and tries to make sure you did all you needed

to do. If you need more help or will make a return trip, he assures you people will be ready to help you again. Now how do you feel about the trip?

The Greeters Ministry is an organized way for your members to help visitors feel welcome and help them to have an uplifting experience with your congregation so they will want to come back.

Before You Start

THIS SECTION GIVES IMPORTANT INFORMATION ABOUT THIS GREETERS MINISTRY RESOURCE MANUAL. IT WILL HELP YOU UNDERSTAND HOW TO USE THE MATERIAL TO HELP YOUR CONGREGATION START OR EVALUATE A GREETERS MINISTRY.

About This Resource Manual

At *Great Commission Resources* we want to make your ministry easier and more effective. This resource packet is designed for that purpose.

There are two goals. First, we want to present materials that will allow you to have an effective Greeters Ministry in your congregation. Second, we want the packet to be “user friendly” so that your valuable time can be used developing a Greeters Ministry, not reading through a manual.

Before you start using the *Greeters Ministry* resource packet, familiarize yourself with *all* of the contents. Everything you need for an effective Greeters Ministry has been put into this handy reference format.

How to use this Resource Packet

This resource packet is designed to serve as an interactive planner for church leaders who want to start a Greeters Ministry in their congregation. The concepts work equally well for congregations that already have a Greeters Ministry and wish to evaluate and improve it.

This manual will help anyone interested in developing or improving a Greeters Ministry.

Read This First

Get an overview of the entire contents of this manual. After you are familiar with the material and know how the Greeters Ministry will work, you will call a meeting of those interested. Present the material and begin organizing the ministry according to the instructions here. The material is divided into the following sections:

Overview of Greeters Ministry

The first section is an overview for those organizing the ministry. The principles and concepts that guide the ministry are presented. Become thoroughly familiar with this material so that you will be equipped to train your people.

Presentation Notes

After you are familiar with the information in this resource manual, you will conduct training sessions for those who will be involved in the Greeters Ministry. The presentation notes are outlined to assist you as you train your Greeters.

The notes are closely tied to the Overview of the Greeters Ministry. You will have the Presentation Notes before you as you train your Greeters.

Overhead Transparency Masters

The next section is the “Overhead Transparency Masters.” Photocopy these sheets onto transparencies and use them during your presentation. After your presentation, store the transparencies in this binder. Be sure to place one sheet of blank paper between transparencies. The next time you train Greeters you will be ready to go.

Photocopy Masters for Participant Notes

Give each class member five copies of the page entitled “Notes from the Greeters Ministry Training” for personal notes. This page is located near the back of the manual.

You are ready to begin

When you are ready to present this material, announce to your entire congregation that there will be training for a Greeters Ministry. Sign up and recruit volunteers. Through announcements, bulletin articles and conversations, explain the importance of the ministry. Stress that *everyone* should be sensitive to guests.

Explain that some of the church members are going to receive special training to make visitors feel welcome. The Greeters Ministry is an organized way for your members to help visitors feel welcome and let the whole congregation know each other better.

May God bless you as you work with the material in this manual. May He bless your Greeters Ministry. Above all, may He grant our prayer that many souls are brought to Him.

OVERVIEW OF GREETERS MINISTRY

Become thoroughly familiar with this section. It serves as an overview for those organizing the ministry. It also presents the principles and concepts guiding the ministry. These principles follow the same outline as the presentation which follows it. This is the basis of the training and the ministry.

Developing a Foundation

Wal Mart

When you enter a Wal Mart store, you are met at the door by a person who has one job to do. His job is to greet you and welcome you to the store. If you have an item to return, he helps you do that. If you need a shopping cart, he gets one for you.

Why is he there? Is his job to make sure you do not sneak any open packages into the store? Is he trying to make sure you are not going to shoplift? Is he there to weed out the riffraff? Of course not.

Long ago Sam Walton and the rest of the leadership at Wal Mart realized how important it is to greet each customer. They knew that a simple smile and one or two acts of assistance would make you, the customer, much more likely to enjoy shopping at Wal Mart. That, in turn, would make you want to come back.

The business world understands the principle of making people feel welcome. Our congregations can learn from their example. This manual is designed to help you do those few things that help people determine whether or not you are a “friendly” church. There are a few steps that will instantly change your congregation from one that outsiders view as cold and distant to one that is warm and friendly.

You are about to learn all you need to know in order to lead your members to becoming a warmer congregation that is sensitive to visitors.

Cold Churches

Intimidating

Visiting a church for the first time is one of the most intimidating experiences most people have. People usually visit a church for the first time during a period of stress in their lives. They have recently moved into an area, they are dissatisfied with their previous congregation or they are seeking a closer relationship with God. Often a personal change will precipitate this spiritual quest. A new child, a change in health, or the loss of a loved one may cause people to examine their spiritual lives.

People typically will come to your congregation in a period of stress or transition. Some transitions will be as joyful as the birth of a child or a step up in career. Some transitions will be as painful as the loss of a spouse. During this time of stress, they may seek God and relationships with spiritual people.

People come to you in a period of stress or transition

Now imagine *yourself* as a first time visitor. Church buildings are often intimidating. Even though it is not a Biblical concept, some people have the feeling that church buildings are somewhat sacred. They often secretly, even unconsciously, feel that if they do or say the wrong thing they will somehow desecrate this “Holy Place.” Of course, we know that is not what the Bible teaches, but that does not calm the fears of our visitors.

Imagine yourself as a visitor struggling with these feelings of intimidation but wanting to worship God and have fellowship with God’s people. Would you feel comfortable visiting most congregations? For those in the body of Christ who are accustomed to attending worship services, these things never come up. We *think* our churches are warm and friendly because we enjoy being there. However, many people find their first visit to a congregation cold.

On Their Terms

Sometimes when visitors walk into a church building, it becomes obvious that if they want to be a part of the Bible classes and worship, it will be on the church's terms. No congregation would ever post a sign that reads, "No Visitors Allowed" but unknowingly they may communicate the sentiment.

Members know the dress code. Of course, in churches of Christ all people who seek Jesus are welcome. Our preachers never wear any ecclesiastical vestments. We just do not have a dress code—or do we?

No Visitors Allowed!

Once I was in an evangelistic Bible study with a man who had very strong negative feelings about our fellowship. His father died when he was a senior in high school. As might be expected, his whole family was in turmoil. Most of them became bitter. He decided to seek God. He knew nothing about any church or denomination, but he lived near a church of Christ. He visited that congregation on a Sunday morning wearing what he always wore everywhere, blue jeans and a tee-shirt.

Nervously he made his way up the steps to the big brick building. He was met at the door by a man who mistook him for one of the young men in the youth group. The member's first words to him were, "Son, don't you think you ought to dress a little better than that on a Sunday morning? After all, the Bible says we are to give our best to God."

In tears the boy left. It was fifteen years before he recovered enough to begin again.

Is that an extreme example? Sure it is, but it happened. Unfortunately, similar things happen on a much smaller scale every Sunday in cold churches. Cold churches are intimidating.

You Are on Your Own

Have you ever been traveling and stopped to worship with a congregation with which you were not familiar? It can be confusing. Starting times of classes and worship services are usually posted or listed in an advertisement somewhere, but simply finding your way around the building can be difficult.

Find Your Own Way Around

Most church buildings are built in stages. Many have had one or more additions so that hallways twist and turn. Even though church buildings sometimes look like a maze, very few have adequate signs posted. Something as necessary as finding a rest room can be difficult for the first time visitor.

Finding which adult class to attend is very hard. Why do you think most visitors go to the auditorium class? There may be factors such as anonymity or a less threatening format, but one reason is that people can *find* the auditorium. Visitors with children may as well forget about getting to their own class on time.

Make Your Own Acquaintances

A cold church expects you to make your own acquaintances. Some may say they could not possibly be a cold church because people regularly stand around and visit before and after worship services. The lobby or foyer is usually filled with laughter and conversation. Hugs, greetings and smiles flow freely. Can that kind of congregation still be a cold church? It can be the coldest kind.

Fellowship is wonderful if you are included. However, seeing others enjoying fellowship and being left out is worse than an absence of fellowship. It hurts to be alone in a crowd. Cold churches often expect visitors to take the first step. Most church members are sweet and kind once they meet a visitor, but how many are good at seeking them out?

When you visit other congregations, how big a difference does it make if you meet several friendly people before Bible class? If after the worship service, you find someone who knows your Uncle Ralph who was once a deacon at the Cedar Point Church of Christ, how do you feel? A bond is created.

Many congregations think they are warm and friendly. They think everyone is welcome and happy. In reality, they are cold churches from a visitor's perspective.

Warm Churches

Inviting

The opposite of the cold church is the warm church. To a casual observer, there may seem to be little difference in the two. Both have good people who enjoy each other's company. Both will probably have people talking, laughing and sharing smiles before worship services and long after, yet there is a striking difference between a cold church and a warm church. That difference is how they respond to visitors.

A congregation has only a few minutes to shape a visitor's perception. Fair or not, visitors judge your congregation and determine if it is cold or warm within the first few minutes they come into contact with you. These perceptions tend to be lasting. They can be changed, but it is a hard process and takes far more effort than it does to get it right the first time.

***You only have a few minutes to
shape a visitor's perception***

Imagine again that you are a person visiting a church for the first time. You are struggling with feelings of intimidation, but you want to worship God and get to know God's people. Slowly, tentatively you enter the building and try to blend in, but this time there is a difference.

You are met by a couple of people with big smiles and extended hands. You know they are there to greet you. You realize it is their "job" to say hello, but it is far better than being ignored. Imagine that this couple begins to chat with you. They are friendly and truly interested in you. They want to get to know you instead of just reciting information or handing you some printed material. Within a few minutes you are laughing and visiting. After they become acquainted

with you, they give you some well written material about the congregation.

Soon you have been introduced to a few more friendly people. You and your whole family are shown to Bible classes. Before and after worship services, the same couple talks to you and introduces you to other friendly folks. They tell you about some of the ministries in the congregation that meet your needs, things that will help you meet others and improve your relationship with God.

Imagine that people are friendly and seek you out naturally. You are not asked to do anything as frightening as stand during the worship service. You are not asked to do anything as artificial as wear an embroidered rose on you clothes. Instead, you are personally welcomed by a few people in a friendly and natural way.

If all of that happened, would you feel you were in a warm, friendly congregation? Think how much more likely you would be to come back to that kind of church as opposed to the cold church. What is the difference between the two?

How Can I Serve YOU?

While a cold church does not intentionally turn visitors away, they do require visitors to come to them on their terms. Instead of making visitors feel comfortable, they are expected to conform to an unknown standard.

On the other hand, the warm church wants to know how it can serve. If a visitor has children, they make sure the children are comfortable. If the visitor has questions, they are answered. The focus is on meeting the needs of the visitor rather than the comfort of the members.

You Belong Here

Visitors want to find out quickly if they will feel at home with the congregation. They want to know if they will be outsiders who are intruding in a sacred place or if they will be welcome.

I Will Help You With Every Step

One of the best things a warm church can do is to help a visitor have a pleasant experience. It is reassuring to have someone talk to you and include you. It is reassuring to be shown around the church building. It is reassuring to know what to expect and what to do in classes and in worship services.

It is not enough simply to hand someone a visitor's badge and mumble "Welcome to our congregation." Warm churches go with visitors each step of the way. They give visitors all the information they need to have a pleasant and uplifting visit.

I Will Be A Friend and Help You Find More Friends

The most important factor in determining if a church is warm or cold is not the quality of the sermon. It is not the beauty of the singing, the quality of the Bible classes or the visitor information packets. The most important factor in determining if a church is warm or cold is enabling visitors to find at least one friend. If they find a friend, they will want to hear a good sermon. They will want to participate in beautiful singing. They will want to attend meaningful Bible classes and they will be interested in the printed material you present. If they do not make friends, the rest does not matter.

A warm church has people who will be friends to visitors, but they go beyond that. Those friendly people who make contact with visitors make sure that several people are introduced. The visitors are not dropped in a classroom or on a pew and expected to seek others. Instead, the friendly people introduce them to others. That makes a warm church.

Average Churches

The average church is cold. It is not intentional or malicious, but it is true. A few congregations are exceptional. The exceptional congregations have a way of naturally doing the things that make them warm.

Your Congregation Must be Exceptional

Your ministry to the community is much too important for you to settle for being average. Congregations who are becoming truly more Christ-like and becoming more of what the Body of Christ should be, will never be average. Because your mission is so important and the need to reach the world with the Gospel is so urgent, being average is not enough. Your congregation *must* be exceptional.

The factors that make a church warm can be identified, therefore they can be taught. By following a few steps, your congregation can be the kind that people will want to visit again.

It is important to send missionaries to the field. It is important to reach out evangelistically to your city. However, if a person or a family comes to your worship service and you do not reach out to them, you are missing one of the best opportunities to carry out the Great Commission.

Every Member is a Greeter

For a congregation to be warm, every member must function as a Greeter. Everyone should be sensitive to visitors. Smiles and handshakes should flow freely, not just with fellow members but with visitors as well. One rude or unkind act will define the whole congregation in the mind of a first time visitor.

As you begin an effective Greeters Ministry, continually tell the congregation how important they are to the process. Make sure the members know that they are Greeters even if they are not part of the formal Greeters Ministry. Then you will be a truly warm church.

Every Member is a Greeter but Some are Specialists

Because the characteristics of a warm church are identifiable, they can be taught. Your trained Greeters will have special skills. Never let your congregation think that the people who are involved in this ministry are the only Greeters. Instead, let them know that every member can—must—be a Greeter. The people in the Greeters Ministry are there to carry out some of the essential tasks to make sure that visitors have a positive experience.

Roles

There are three roles in this Greeters Ministry. All three are interrelated, but each has specific requirements and duties. These roles will be carried out before and after each assembly when the Greeters Ministry is active. Try to recruit people who have the potential to accomplish the tasks of each role.

Coordinators

Two people function as Coordinators for one assembly. They may be husband and wife or two friends. The Coordinators see that all of the Greeter positions have people working. They are responsible for the materials to be given to visitors. They are also responsible for assisting Greeters and Escorts. They will help as they are needed at the main entrance to your church building.

Greeters

The Greeters should be the first people visitors meet. The Greeters should, above all, be friendly to visitors. There are specific tasks such as giving information, answering questions and passing out printed material, but the overriding principle is being friendly. A pleasant conversation is more important than going through the checklist of Greeter duties.

Escorts

Escorts work closely with Greeters. The Escorts get to know visitors, then help them find their way to where they want to be. If visitors are attending Bible classes, the Escort will help each family member to find the right classroom and introduce them to class members and the teacher.

Time Commitment

Six Months

Those who will work in the Greeters Ministry must be willing to work for six months. In that time, continuity will be established and skills can be improved. At the end of six months, your congregation should go through this training material again. Many will want to participate for another six months. Those who find they are not enjoying this ministry can bow out gracefully. By having a six month commitment, you are respecting those who volunteer.

People who are hesitant to commit to this ministry will be more likely to become involved if they know they are not expected to sign up for life. By having a relatively short commitment, people will feel free to volunteer.

By having a definite time period, those who are involved in the program are likely to stay motivated. Even if they become interested in another ministry, they are likely to finish their six months. They know there is a specific time frame, and they can move on to other areas of service when they have fulfilled that commitment.

Because you have this six month commitment, both sides must honor it. Mark your church calendar in red!! At the end of six months, you must reorganize. People involved in the Greeters Ministry have the right to expect the congregation to keep its word about the commitment. Going longer than the agreed time will kill motivation.

Sunday Morning

For the Greeters Ministry to be effective, every Sunday morning assembly must have Coordinators, Greeters and Escorts working. Your congregation should have several teams of Coordinators, Greeters, and Escorts so that a rotation can be set up. If you have more than one Sunday morning worship service, have a different

team for each one. The team that works the largest worship service should also serve as Greeters before Bible classes whenever possible.

The more people involved in this ministry, the better it is for everyone. Even though this is an enjoyable ministry, people will quickly burn out if they work every Sunday. The rotation should be as long as possible, determined by the number of volunteers you have. The more teams your congregation has, the less often each team will take a turn.

Should We Try for More Than Sunday Morning?

For this ministry to be effective, you must have teams working each Sunday morning service. Unless you have an unusually large number of volunteers, it is best to concentrate your efforts on Sunday mornings. Typically that is when congregations have the most visitors.

If your congregation has special circumstances when another assembly has more visitors than Sunday morning you can adjust to that need. The point is to have your best and biggest efforts focused on the times when you will have the most visitors.

Give volunteers rest between working assignments. That allows everyone's motivation to stay high and helps to prevent becoming tired or burned out.

One Hour Per Assembly

Each of the roles will take at least one hour per week. Coordinators may take a little more time. Everyone must arrive 20 minutes early except the Coordinators who must arrive 30 minutes early. They will greet before Bible class and before the worship service.

After classes and worship services, Greeters must continue to visit with guests and introduce them to other members. The 20 minutes early arrival, greeting before Bible class and worship, and after the morning activities will take about an hour.

Coordinators Tasks

The Coordinators will lead the entire team for a specific Sunday. They have several tasks to perform to make sure that the Greeters are free to welcome members and guests.

Materials to Hand Out

If your congregation has printed material to give to guests, the Coordinators will make sure that each Greeter has an adequate supply. A “Welcome Packet” may include a bulletin, a worship program or anything that will help guests learn more about your congregation.

Greeter Check In

Be sure that each Greeter Position has a team of Greeters working. The Greeters will be trained to check in with the Coordinators. It will be their responsibility to seek out the Coordinators. Be sure that Greeters know they have the responsibility to be at their positions. An occasional emergency will arise preventing a Greeter from serving, but this should be rare. If Greeters begin to miss their assignments regularly, more training and recruiting are needed.

The Coordinator is not responsible for recruiting last minute help or covering for Greeters. However, if there are unexpected absences, the Coordinator must ask others to fill in. The Coordinators are the only ones who should ask people to switch positions.

Information Booth

The information booth is an important part of the Greeters Ministry. If your congregation does not already have a designated information area, you need to set one up. It may be as simple as a card table with a tasteful cover or as elaborate as a booth where people can sit.

The booth should be in a high traffic area where guests are likely to pass. If your congregation has a lobby or foyer, that would be an appropriate location. Having it in the auditorium will make it awkward for guests. They usually feel more comfortable being seated as quickly as possible once they enter the auditorium.

The information booth will have additional copies of whatever handout material is being used on Sunday. It should also have printed information about activities that are coming up in the congregation. Have copies of several recent bulletins or newsletters available. You will not need a lot of material. Most guests will not want much information initially, but it is good to have it on hand for those who are interested.

After all of the Greeters have checked in and all of the Greeter Positions are filled, the Coordinator should stay near the information booth. This allows Greeters to find the Coordinator. It also allows the Coordinator to assist in greeting people.

Greeter Positions

The location of Greeters is important. If they are not in the right locations, most guests will never see them. The Greeters will become discouraged because they will go week after week without seeing anyone.

Think about the layout of your church building. Visualize where guests enter. Often the main entrance is not the “front door.” Guests will usually enter the door closest to the parking area unless there is a reason not to do so, such as difficult access or clear instructions to the contrary. Besides looking for a close entrance, they will try to see where most of the other people enter and follow the crowd.

You may have all of your Greeters at the doors to your main lobby while most of your members enter the building through a door off the parking lot into an education wing. Most of your guests will probably follow the crowd, and they may never see the Greeters in the lobby area.

This coming Sunday morning, arrive a little bit early and observe where people enter your facilities. Try to see a pattern and note which entrances have the most traffic and which have the least.

After making this observation, talk to others to get several perspectives for the best places to position Greeters. This will determine the positions around your facilities where Greeters are needed. This prior planning will help you determine how many Greeters you will need.

Greeters Tasks

There are tasks that the Greeters must perform. Emphasize the importance of this ministry and its expectations. Do not minimize the obligations and time commitments. Do not try to soft sell the ministry.

Greet Everyone

Everyone who comes through the doors to your church building should be greeted, visitors and members alike. Potential Greeters often express concern that they may mistakenly greet members as if they were visitors. If everyone is being greeted, there is less awkwardness when a Greeter does not know the name of a member.

The worst case scenario is that a Greeter welcomes a longtime member as if he were a guest. However, if the congregation knows that the Greeters are working to help the congregation grow and help visitors to be more comfortable, they will understand why the Greeters are there. If a Greeter mistakenly greets a long time member, two members of the congregation will get to know each other better.

The scripts that the Greeters are taught will help them identify guests in a polite and sensitive way.

Give Guests Printed Information

Be sure that you have printed material to give your guests. If you have a guest packet, use that. Include a current copy of your worship program or church bulletin. People who visit your congregation come for a reason. Either they have come with relatives or friends or they are seeking a church family. Whatever the reason, for that Sunday your guests will be interested and focused on your congregation. They will take whatever information you provide. They may not read it immediately, but they are likely to read everything you give them if they have a

genuine interest in your congregation. Often guests will take the printed information to their home and review it in detail the Sunday they visit.

Produce quality information and have adequate supplies for all of the Greeters to hand out. Consider including: schedule of assemblies, topics of study in Bible classes, special ministries, etc.

Engage in Conversation

One of the most important tasks for the Greeters is simply to talk to the guests. Guests will form their first opinions from the initial contacts with the Greeters. The conversation should be light and pleasant. Be sure to welcome the guests. Ask a little about them. Once the Greeters learn something about the guests, the conversation will come more easily. If they are traveling through the area, the conversation can naturally turn to the trip. If they are visiting with someone, conversation can turn to that person. One or two simple questions can lead the way to easy and pleasant conversation.

Because one or two key questions can open the way for better conversation, it will be helpful for the Greeters to practice and perhaps memorize how they plan to open the conversation.

"Are you traveling through this area?" "We are happy to have you this morning. What brings you to our congregation?" These types of questions will lead to more questions. Most people like to talk about themselves or their own friends and family. It will be easier to get people to open up if the Greeters ask a few nonthreatening questions.

Introduce Guests to VIP's

I moved to a small town to work with a church. When I went to open my bank account, the lady in New Accounts took me around the bank and introduced me to several vice-presidents and other

officers of the bank. That made me feel that I was important to the bank and let the officers get to know a new customer. It was not necessary. I had banked in a large city for years without ever knowing any of the officers. However, that simple step drastically changed my view of the small town bank. They were no longer a cold financial institution, now they were friends who happened to work at the bank.

If a Greeter introduces a visitor to a few key people, he will no longer view your church as a cold institution. Instead, he is more likely to view it as a warm, loving family.

It is certainly true that in the Kingdom of God we are *all* “Very Important People.” We are all special and there is not a class of people above the others. To the visitors, however, there is likely to be an unconscious assumption about the hierarchy of positions. People expect to meet the preacher. That is good. Try to make sure that your preacher has an opportunity to greet guests, especially any that may have an interest in the congregation. Also, try to introduce them to the person who will be teaching their Bible class or even better, those who will be teaching the Bible classes for their children. Also have Greeters introduce visitors to at least one elder and two deacons, more if possible.

Elders, deacons, preachers and teachers are no more important in the Kingdom of God than anyone else, but they are the people that some guests *view* as important. If guests meets some of these people, they will feel that they are involved with the congregation in a significant way.

Transition to Escorts

After the initial greeting, giving printed information, engaging in conversation, and introductions to VIPs, the Greeter will make sure there is a smooth transition to a positive worship and learning experience. This will be aided by the Escorts who will help the guests find their way around the church building. The Escort will continue the process that was started when the guests arrived. Greeters

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will work to insure that the transition from Greeter to Escort goes smoothly so that the guests are assisted by helpful friends instead of processed by formal ushers.

Escorts Tasks

One Escort and one Greeter will be at each station. Before the two people working at a station begin, they will determine who will be the Greeter and who will be the Escort. The Escort's responsibility is to make sure guests find the appropriate places for all of their family members so they can have a relaxed, uplifting Bible class and worship experience.

Each Greeter Team Will Have an Escort

At each Greeter station there will be at least two people. One will serve as a Greeter and one will serve as an Escort. The Greeter will take the lead in greeting, giving printed information, engaging in conversation and introducing visitors to VIPs. The Escort will join in when appropriate, but the Greeter will set the pace and take the lead. As the Greeter finishes his tasks, the Escort will help the guests find their way to the appropriate places and make sure that guests meet teachers or others to make their visit more enjoyable and less confusing.

Responsibilities

Before Class Time:

Guests who arrive for classes will have different needs than those who arrive for worship. Your congregation may have classes before or after worship services, between multiple services or some other arrangement. The tasks of the Greeters Ministry need to be performed no matter what the order of your Sunday activities.

Help Adults Find Classes

When guests are going to classes, the Escort should help the adults find the class that will be best suited to them. Introduce them to the teacher(s) and a few class members.

Help Children Find Classes

Guests with children need special attention. There is no way parents can have a positive experience if their children have a negative experience. Even if they are only slightly worried that their children *might* have a negative experience, they cannot relax and benefit fully from their time with your congregation.

Escorts should help the children find their classes and get settled in before they take the parents to class. The parents can meet the Bible class teachers and know that their children are in a safe, enjoyable environment.

Be sure that each Escort knows where *every* class meets. Provide a map if necessary. It may be difficult to gather a complete list. If it is difficult to gather a list, think how much more difficult it would be for guests to find the classes.

Introduce the children and parents to the teacher and introduce the children to other students. Let the parents visit with the teachers until they seem comfortable. Don't try to rush the parents even if it means they will be late for their own class.

After the children are all in their classes, help the adults find a class.

Before Worship

Before the worship service, the Escorts must be sensitive to subtle clues the guests will give. Allow the guests to find a comfortable place in the church auditorium. Don't automatically usher them to a specific seat. They may be more comfortable near the back or they may want to be on the very front row. They may want to sit with people they know. Allow them to choose. It may be that the Escort does nothing

at all. If the guests seem uncertain, tell them they are free to sit anywhere they choose. Reassure them that there are no assigned seats or pews. If the situation dictates, help them find a seat and introduce them to a few people nearby so they can begin to feel comfortable.

Responsibilities of Everyone

There are several things that everyone must be willing to do in order to be involved in this ministry. In the initial recruiting, make sure that people know this is an important ministry and as such there are expectations. Your members will respond better to a fair assessment of the requirements to serve, even if those things take a great deal of commitment, than they will to minimizing the importance of the task. Make it clear.

Arrive early

It is important for all of the Greeters to arrive early so that all of the “housekeeping” tasks of the ministry can be completed before the first guest arrives.

Coordinators 30 Minutes Early

Coordinators need to arrive 30 minutes early. This will give them 10 minutes before the Greeters and Escorts arrive to prepare the Welcome Packets and be ready to assist the Greeters and Escorts as they arrive.

Greeters and Escorts 20 Minutes Early

The Greeter and Escort should arrive 20 minutes before they are scheduled to begin their work. This allows time for them to assume their positions and have the Welcome Packets ready to go when guests arrive.

Report In

One of the tasks of the Coordinators is to be sure all of the Greeters and Escorts are in place. Unless they check in with the Coordinators, that would be impossible in most

church buildings in the time allotted. The greeting positions may be spread out.

The very first thing everyone working in this ministry should do on a given Sunday is go to the Coordinators and make sure that those Coordinators know that the Greeters and Escorts have arrived and are ready to go to work.

Check Your Appearance

Everyone should be dressed appropriately. That will vary in different regions and different congregations, but there are a few things that everyone needs to check.

A quick look in the mirror before taking positions can save the embarrassment of a bit of breakfast stuck in the teeth or a shirt that is buttoned wrong.

To a first time visitor, the first few people they meet *are* the church. The Greeters and Escorts reflect the entire congregation, magnifying these otherwise trivial matters of appearance beyond the individual.

Anticipate Newcomers

One of the most important tasks of Greeters and Escorts is making newcomers feel welcome. Most newcomers will be reluctant to go to a stranger and begin a conversation. The task is to welcome them by extending a hand and offering a smile first. In those first few minutes of apprehension and discomfort, the Greeters and Escorts must step out and make the newcomers feel accepted and make them forget their apprehension.

There is a fine line that must not be crossed. It is easy to overwhelm the guests unintentionally. Greeters should not be like a jack-in-the-box ready to spring out and glad-hand guests before they get in the door, neither should they be aloof and give the impression that they think, “*We* belong here, but what are *you* doing here?”

The Scripts

Most of the people you recruit to work in this ministry will be concerned about what to say to the guests. A few are naturally outgoing and can talk to anyone, but most will be a bit uncomfortable.

Hello, my name is....

The Greeters and Escorts have one big advantage. They are speaking with a purpose and can plan their conversation. They can follow a script. With a few simple questions, they will have a conversation.

We're glad you're here today

Greeters and Escorts should shake hands with everyone who passes by their greeting position. For those that the Greeters and Escorts don't recognize, they should say, "Hello, my name is.... We're so glad you're here today. I don't recall meeting you. Have you been with us before?"

If they say, "Yes, I've been here before."

For those who have visited before, don't apologize for not recalling. Simply say, "It is so good to have you with us again. Tell me your name, please."

Engage them in conversation. Be sure they have a Welcome Packet and help them find their way to the appropriate place, either the Bible classes or worship service.

If they say, "No, this is my first visit. "

If a person is visiting for the first time, it is important to take extra time to make sure their experience is positive. On their first visit they will be most nervous and have the most questions.

Say, "It is good to have you with us this morning. Here is some information about our congregation (hand them the Welcome Packet). Let me tell you a little bit about what is going to happen this morning

(explain the morning schedule to them with classes, worship, etc.).”

Introduce the Escort. Ask if the guest has any questions. The Escort will then help the guest go to the appropriate place.

Welcome Everyone

As a Greeter, you should greet *everyone* who comes by your Greeter Station, guests and members alike.

Guests

The most important task is to greet guests and assist them. It is especially disheartening for guests to see others being greeted and feel that no one cares that they are there.

Many times people do not enter the building until just before starting time. In the last five minutes, the majority of the people will enter. This may take some scrambling. Escorts and Greeters may have to greet separate groups of guests. Even then it may be difficult to greet everyone. If this happens consistently, you will need more greeting teams at that station.

Members

Greeters should speak to everyone, guests *and* members. One of the biggest fears that potential Greeters express is this, “What if I greet someone that has been a member of this church for years and years?”

Think through that. Is there really anything wrong with greeting a member? It is uncomfortable because Greeters may be afraid that they will offend a long time member. If you have educated the congregation to be sensitive to guests and they know the purpose of the Greeters Ministry they should not be offended. However, even if they cannot realize the importance of the Greeters Ministry, the task is too important to neglect because of a few members.

Remember Names

Names are important. If Greeters use guests' names, their opinion of the congregation goes up. If a Greeter calls the guest by name later, after worship or during a Bible class, their opinion of the congregation goes sky high.

Most people think they can't remember names. Most think it is a talent that some have but they don't. However, remembering names is a skill that can be developed just like any other. There are a couple of things that you as Greeter can do to improve your memory of names.

Say It

Say the person's name. Self improvement courses say to repeat the name three times to learn it. That is good advice, but it seems artificial to say, "Good to meet you, Patrick Davis. What brings you our way this morning, Patrick Davis? Well, Patrick Davis we certainly hope you enjoy your visit with us."

Try this approach. In order to remember a name, be sure you hear it. When someone introduces themselves to you if there is *any* doubt say, "I'm sorry. Please repeat your name. Patrick Davis? Well it is good to meet you." As you introduce him to VIPs do so by name. "Larry, I want you to meet Patrick Davis. He's visiting with us this morning. Patrick works in the office building near your shoe store."

"It's been good to meet you Patrick. I think you'd really like our young adult class. Paul here can help you find the classroom and introduce you to some of the people in the class."

Using a natural flow of conversation, you can easily say the name several times without being artificial. You have probably seen several methods of remembering names using memory devices. Use those. Use whatever method helps you remember. Just be sure that you use guests' names.

Write It Down

After you meet a guest and they leave to go to Bible class or into the assembly, one of the best things you can do to help you remember their name is to *write it down*. By simply writing it down, you have reinforced the memory process. The difficulty is remembering the name, not the face. Even if you have a dozen names written down, before the morning is over, you will likely remember which face goes with each name.

Writing it down also helps you to keep a mental note of who is visiting. Next time you are greeting, take your list of names, review it and you are more likely to recall the name of a person who visits again. You may not always remember the name when you meet the person again, but think how powerful it will be when you do.

One of the best ways to use the information immediately is to review the list quickly before the end of the worship service. As soon as the service is over, seek out guests and express your appreciation for their visit and use their *name*.

Carry an index card or a small pad of paper and a pen. Do this exercise. It will be worth it.

Check Your Handshake

One of the most important parts of greeting is the handshake. A friendly handshake can put a guest at ease, while an improper handshake can make a visitor uncomfortable. Many people have never thought about their handshake. Learn this formula and review it before you shake someone's hand: firm grip, look them in the eye, three shakes.

Take the "valley" between your forefinger and thumb and place it against the other person's "valley." That will keep you from inadvertently having a limp handshake or putting the other person's fingers in a vice grip.

One of the easiest ways to seem friendly is to smile and look a person in the eye. It is a simple thing to do, but

think how many times you talk to people who do not look you in the eye. Make a point of looking people in the eye when you are shaking hands.

Give three firm shakes, then release. By giving three shakes you will be sure that you do not come across as cold nor will you seem like you are glad-handing.

A handshake is a simple thing, but it is not trivial. It is one of the best ways to be friendly and make a good impression. Do not neglect this.

Be Space Conscious

It is important to maintain the personal space of guests. Most people know this intuitively, but some do not. Let all of the Greeters know that they need to stand two and a half to three feet away from guests when they are talking to them. Any farther and the Greeter will seem aloof or tentative. If the Greeter is any closer, he will be crowding the guests and they will be uncomfortable. Demonstrate to your Greeters the proper physical space of two and a half to three feet.

Be Enthusiastic

This final responsibility is the most important of all. Everyone associated with the Greeters Ministry must—*must*—be enthusiastic. This is more important than all of the details mentioned above. Guests want a positive experience. It is hard to recover from a nonchalant greeting. An enthusiastic greeting lets visitors know they can expect an uplifting and enjoyable experience as they approach God together with the rest of your church family in Bible classes and worship.

Enthusiasm can be faked, but it will be recognized as fake. Constantly remembering the importance of the task that Greeters perform will generate genuine enthusiasm.

Importance of the Task

The singing is beautiful, the Bible classes enlightening, the sermon uplifting, the prayers moving and yet visitors go away with a negative impression. Why? Because of their interaction with the congregation.

Nothing can replace true worship when the family comes together, but for guests, the perception of the congregation is formed by their own interaction with the people. Perception is reality for guests. If your congregation really wants to be effective, you must be friendly. In the initial contact with guests, your church's warmth is more influential than your message. Guests see the members before they hear that message.

Many congregations are warm and friendly naturally. With well trained Greeters, they can be even more so. Most congregations are full of good people, but some appear cool and distant. Well trained Greeters can change that.

A Greeters Ministry is not as important as the Bible. It is not as important as worship. It is not as important as a daily living sacrifice to God. If all of these things are so much more important than a Greeters Ministry, why bother? If your congregation is not friendly, loving and warm, guests will never get past that and move on to all those things that are more important. That is why the task of the Greeters Ministry is so important!

Presentation Notes

THE INSTRUCTOR WILL HAVE THE FOLLOWING SECTION BEFORE HIM DURING THE TRAINING OF THOSE WHO WILL BE WORKING WITH THE **GREETERS MINISTRY. AS THE INSTRUCTOR USES THE TRANSPARENCIES FOUND IN THIS SECTION, HE WILL USE THE OUTLINE FOR REFERENCE.**

Greet One Another

Presentation Notes for use with Transparency #1

Welcome all participants

Thank them for taking the time

Praise their desire to see the congregation thrive

Thank them for their interest in the Greeters Ministry

**Give a personal example about dealing with a confusing
bureaucracy**

Drivers License Renewal, City Hall, Etc.

Wal Mart has Greeters for a reason

Simply to welcome you

You'll enjoy your shopping more this trip

You'll be more likely to shop there again

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Cold Churches

Presentation Notes for use with Transparency #2

There are warm churches and cold churches

Ask the group, “What makes a cold church so cold?”

Ask the group why visiting a church can be intimidating

Answers may include

Everything on their terms

Guests are on their own

Buildings are confusing

It is hard to make new friends

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Warm Churches

Presentation Notes for use with Transparency #3

Some congregations are noticeably warm and friendly

Ask the group, “What makes a friendly church seem so warm?”

Answers may include

They are open to guests—inviting

They want to serve guests in any way they can

They make guests feel as though they belong

They assist you

They help you make lots of new friends

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We Must be Exceptional

Presentation Notes for use with Transparency #4

**Ask the group if they agree or disagree with this statement,
“Our congregation does not have the right to be an
average church.”**

**Let the group discuss this statement and show why you need
to be more than just an average congregation**

Why must we be exceptional?

Mission is so important

People need the Gospel

People will not tolerate mediocre churches

**People will choose other churches if we are not at our
best when they visit**

etc.

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Every Member is a Greeter but You Are Specialists

Presentation Notes for use with Transparency #5

Everyone must be friendly and help greet people

**A warm church is warm because the members have been
coached to show their love and care to visitors**

**This Greeters Ministry is designed to build upon the friendly
and loving reception the entire membership will give**

**Everyone should be sensitive to visitors but those involved in
the Greeters Ministry will have special tasks**

Intentionally seeking out guests

Assisting guests

Utilizing this special training

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Tasks

Presentation Notes for use with Transparency #6

***Coordinators* make sure that the Greeters Ministry is functioning well on a given Sunday**

One of the keys to organizing the ministry

Works on many tasks at once, behind the scenes

***Greeters* provide the first contact with guests and work to make a positive first impression**

One of the keys to a positive first impression

Works visibly with guests to make positive first impression

***Escorts* work closely with Greeters to help people find their way around the church building**

One of the keys to helping guest enjoy their entire visit

Works to make guest comfortable

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Six Month Commitment

Presentation Notes for use with Transparency #7

Ask everyone to make a six month commitment to work in the ministry

Allows people to try this ministry to see if it matches their gifts and interests

Is long enough to get a realistic picture of the ministry

Has a way to gracefully bow out if people want to work in other areas

Announce the date for the next reorganization and training session (six months from today's date)

Reassure people that you are serious about this being a six month commitment

Let them know that they can keep working in the Greeters Ministry as long as they would like

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Coordinators

Presentation Notes for use with Transparency #8

Explain the printed material provided for guests

**Coordinators will be responsible for supplying
“Welcome Packet” material to everyone each
week**

Make sure the material is ready

Coordinators make sure Greeter positions are filled

**Coordinators will check to see if substitutions are
needed**

Coordinators work in the information booth

**If your congregation has not used an information booth,
explain it now**

Centrally located, the place to go with questions

Additional printed material and information

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Greeters

Presentation Notes for use with Transparency #9

Explain the importance of greeting everyone, guests AND members alike

What to do if they are not sure if a person is a guest or a member

Suggested conversation starters

Review the scripts

Explain VIP concept (we're all equal in the Kingdom, but there are some people guests need to meet)

Elders, preachers, the Bible class teachers

Explain transition to Escort

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Greeter Positions

Presentation Notes for use with Transparency #10

Discuss your church building layout

Ask this question, “Where do people enter our church building?”

Where do members enter

Where do guests enter

Discuss how foot traffic flows before worship and before Bible class

Discuss the Greeter Positions in your church building

Each entrance guests are likely to use

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Escorts

Presentation Notes for use with Transparency #11

One person is Escort at each position

Teams consist of at least one Greeter and one Escort

Different roles but working closely together

Primary role is to help people find classes

Children—Help parents find class for their children and help them meet the teacher and feel comfortable leaving their kids

Adults—Help adults find a Bible class and help them begin to make friends

Before worship

Assist Greeters

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Responsibilities of Everyone

Presentation Notes for use with Transparency #12

This ministry has expectations

Do not minimize the expectations or duties

If a person commits to this ministry they have responsibilities they must fulfill

This ministry is not easy, but it is vital

This ministry is too important to neglect

Often determines if guests will ever return

Sets the stage for the class and worship

There are requirements but the work is rewarding

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Arrive Early

Presentation Notes for use with Transparency #13

Everyone must arrive early

Cannot greet people if you are not there when they arrive

Coordinators must arrive 30 minutes early

Ten minutes to prepare printed material and prepare information booth

Allows time for Greeters and Escorts to check in

Greeters and Escorts must arrive 20 minutes early

Prepare for their tasks

Greet guests who come early

Report In

Presentation Notes for use with Transparency #14

Coordinators must make sure there is a team at every position

Important to have every position covered

Coordinator must have an overview each week

Greeters and Escorts MUST report in so coordinators will know who has arrived

Report in first so Coordinator will know who is working each greeter position and who the escorts are

Do not go directly to position

Coordinator will not know you have arrived

Coordinator may have last minute instructions

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Check Your Appearance

Presentation Notes for use with Transparency #15

Greeters give guests their first impression of the congregation

Dress appropriately for the community and congregation

Do not over dress because of the special role of Greeter

Do not under dress

A quick look in the mirror can save a lot of embarrassment

Not seeking perfection or beauty

Do not want appearance to distract from the message

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Anticipate Newcomers

Presentation Notes for use with Transparency #16

Anticipate the moment guests approach and greet them warmly and immediately

Greeters must take the lead

Guests will be uncomfortable because they are in a strange environment

Greeters must reach out to guests

Do not wait for guests to approach you

Guests are likely to be hesitant

Do not rush them but do not wait for them to make the first move

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Key Question

Presentation Notes for use with Transparency #17

Let guests know how glad you are to have them

If you already know a guest, greet them warmly and engage in conversation

If you are unsure if a person is a first time guest, frequent guest or even an inactive member, introduce yourself and ask the key question

“Hello, my name is.... We’re so glad you’re here today. I don’t recall meeting you. Have you been with us before?”

Be sure to ask the key question early in the conversation

Listen carefully to the response and continue the conversation based on the response

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If they say, “Yes, I’ve been here before”

Presentation Notes for use with Transparency #18

Don’t apologize for not knowing their name

It only makes the situation more awkward

Introduce yourself

Offer the Welcome Packet information

They may have already received it

Continue the conversation

Introduce the Escort

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If they say, “No”

Presentation Notes for use with Transparency #19

Listen carefully to their name

Work to remember their name

**Try to remember at least one key piece of information
about them from the conversation**

Give them the Welcome Packet information

Point out information you want to highlight

Ask if they have questions

Introduce the Escort

**Explain that the Escort will help them find the
appropriate Bible class for them**

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Develop Skill of Remembering Names

Presentation Notes for use with Transparency #20

Importance of being able to call people by name

It shows you care

It makes the whole congregation seem friendly

Especially after the class or assembly as they are leaving

**Call a person by name later shows you have taken the
effort to learn their name**

Say their name three times during your conversation

**After the guest goes to Bible class or to the assembly, write
their name down**

Writing it down will help you visualize it

If you happen to forget the name you will have a record

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Welcome Everyone

Presentation Notes for use with Transparency #21

Welcome everyone who comes by your Greeter Position

Guests

**Use the key question to find out if they have been
to your congregation before**

Members

Do not worry if they have been long time members

If you know them, you can greet them

**If you do not know them, this is a chance to meet
them**

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Check Your Handshake

Presentation Notes for use with Transparency #22

Your handshake is one of the subtle keys to appearing warm and friendly

Few people think about their handshake

Firm grip, thumb to thumb

Do not be a vice or a wet noodle

Do not just shake fingertips

Look people right in the eyes

Shake three times then release

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Be Space Conscious

Presentation Notes for use with Transparency #23

Personal space is very important to making a positive first impression

The goal is to make the guests feel as comfortable as possible in every way

People are most comfortable when you are two and a half to three feet away

Watch your space

Too close and you are crowding your guests

Too far and you are distant and aloof

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Be Enthusiastic

Presentation Notes for use with Transparency #24

Enthusiasm is the most important responsibility for everyone involved in the Greeters Ministry

You want guests to be enthusiastic about their time with the congregation

If guest see unenthusiastic people they will not be enthusiastic

People want to be a part of an exciting and enjoyable group

Enthusiasm is contagious

If everyone a guest meets is excited about being in Bible class and worship the guests will tend to become excited about it also

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One of the Most Important Ministries

Presentation Notes for use with Transparency #25

Friendships are more important to guests than

Singing

Preaching

Praying

Bible Classes

The first few minutes with a congregation determine if a person will return

Make sure each guest wants to come back

This ministry is one of the keys to doing that

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Photocopy Masters for Participant Notes

GIVE EACH CLASS MEMBER FIVE COPIES OF THE FOLLOWING PAGE. ENCOURAGE THEM TO TAKE NOTES ON THESE PAGES.

Overhead Transparency Masters

PHOTOCOPY EACH OF THE FOLLOWING PAGES ONTO TRANSPARENCIES. USE THEM ON AN OVERHEAD PROJECTOR AS YOU CONDUCT THE GREETERS MINISTRY TRAINING SESSION.

Greet One Another

Transparency # 1

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Cold Churches

Intimidating

Their Terms

On Your Own

**Find Your Own Way
Around Our Building**

**Make Your Own
Acquaintances**

Transparency #2

Warm Churches

Inviting

How Can I Serve YOU

You Belong

**I'll Help You With Every
Step**

**I'll Be a Friend and Help
You Find More**

Transparency # 3

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We Must Be Exceptional

Transparency #4

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**Every Member
is a Greeter**

**but you are a
specialist!**

Transparency # 5

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Tasks

Coordinator

Greeter

Escort

Transparency #6

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Six Month Commitment For Every Position

Transparency #7

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Coordinators

Printed Information

**Complete and Up to
Date**

**Adequate Supply for
Each Greeter**

Greeter Check In

Information Booth

Transparency #8

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Greeters

Greet Everyone

**Give Guests Printed
Information**

**Engage in
Conversation**

**Introduce Guests to
VIP's**

Transition to Escorts

Transparency #9

Greeter Positions

**Each main door or
entrance**

Transparency #10

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Escorts

**Each Greeter Team
(at each entrance) will
have one person
designated as the
Escort**

**Escort's
Responsibilities**

**Before Class Time, Help
People Find Classes**

**Before Worship Assist
Greeters**

Transparency # 11

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Responsibilities of Everyone

Transparency #12

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Arrive Early

**Coordinators 30
Minutes Early**

**Greeters and Escorts
20 Minutes Early**

Transparency # 13

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Report In

**See Your Coordinator
First**

Transparency #14

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Check Your Appearance

Transparency # 15

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Anticipate Newcomers

Remember the Script

Transparency # 16

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Key Question

“I don’t recall meeting you. Have you been with us before?”

Transparency # 17

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**If they say, “Yes,
I’ve been here
before”**

**Don’t apologize for not
recalling their name**

**I am (give your
name), and please tell
me your name**

Listen Carefully

**Engage in
conversation**

Transparency #18

If they say, “No”

**I am (give your
name), and what’s
your name**

Listen Carefully

**I’d like for you to have
some information
about our church
family...**

Transparency #19

Develop Skill of Remembering Names

Say It

Write It Down

Transparency #20

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Welcome Everyone

Guests

Members

Transparency #21

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Check Your Handshake

**Firm grip, thumb to
thumb**

Eye contact

Three Pumps

Transparency #22

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Be Space Conscious

Comfort Zone:

**Two and a half to
three feet**

Transparency #23

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Be Enthusiastic

Transparency #24

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One of the Most Important Ministries

Transparency #25

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Resources to Make Your Ministry More Effective

Order Form

 **YES!** Please send me *Greeters Ministry*

If I am not completely convinced that *Greeters Ministry* causes us to start an effective and ongoing ministry to help visitors feel welcome in our congregation my money will be refunded with no questions.

That's right, a double guarantee. I will be satisfied *and* the program will work or my money will be refunded with no questions.

Name _____

Address _____

City _____ State _____ ZIP _____

Phone () _____ Please include area code.

Home Congregation _____

Preacher's Name _____

Elders' Names _____

Send \$49⁹⁵ plus \$6 shipping (Texas residents add \$4¹² sales tax) to:

Great Commission Resources

P.O. Box 534-554

Lake Jackson, TX 77566

Order Your Copy *TODAY*

Is the back door open?

The first few weeks of new members' time with your congregation often determine if they will become active members or slip out the back door. The *Welcome to the Family* manual has everything you need to successfully integrate new members into the life of your congregation.

WELCOME TO THE FAMILY IS:

GUARANTEED. This proven program will cause you to retain more of your congregation's new members or your money will be refunded with no questions. That's right, a double guarantee! You will be satisfied *and* the program will work.

LED BY AN ELDER. This program is led by an elder in your congregation, helping new members to get to know your congregation's leaders and helping elders to lead.

EASY TO USE. This easy to use step-by-step program will give your elders everything they need to lead three classes to orient new members to your congregation and teach them about the church of the New Testament. Virtually no additional preparation is needed.

The *Welcome to the Family* manual will provide everything needed for one of your elders to lead new members in fun, informative discussions about your congregation.

After going through the *Welcome to the Family* program, new members will:

- 1) Be active in ministries of your congregation**
- 2) Be involved in your Bible classes**
- 3) Have deep and lasting friendships**

What others are saying about *Welcome to the Family...*

You have done a very good job in making [*Welcome to the Family*] simple and complete.

—Clifton L. Ganus, Jr.
Chancellor
Harding University

When Curt instituted the *Welcome to the Family* ministry in our congregation we were very pleased with the results. It gave our elders a useful tool in making those critical connections with our new members which are so important to their continuing faithfulness to the Lord. Based on our experience I would be glad to recommend it to any church.

—Dan Williams
Pulpit minister
El Dorado, Arkansas

Order Form

 **YES!** Please send me *Welcome to the Family*

If I am not completely convinced that *Welcome to the Family* causes our new members to become integrated into the church family I can have my money back—no questions asked!

That's right, a double guarantee. You will be satisfied *and* the program will work or your money will be refunded with no questions.

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Church Name _____

Church Address _____

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Phone () _____ Please include area code.

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If you are serious about growth your church **MUST** reach visitors

Is your congregation growing like it should? Are you reaching your full potential? Are you reaching out to *every* visitor who attends your Sunday morning worship service?

What if you could quickly and easily develop a relationship with every single visitor—how fast would your church grow? If every person who visits knows, *really knows*, how much you care for them—will they be back?

You're working hard to build your congregation. People visit your assemblies. Why aren't you growing like you want to grow?

Visitors to your assembly are the most receptive prospects you will EVER meet. They have taken the first step. If you are serious about church growth you must reach them or you will not grow.

REACH OUT! will show you how. You have the opportunity to be among the first to grow from this new resource from Great Commission Resources.

What others are saying...

When it comes to getting the job of evangelism and church growth done, I have come to appreciate material that has come out of years of successful ministry. From his wealth of practical experience, Curt Gunz has assimilated *REACH OUT!* to assist congregations in turning visitors into members.

Every congregation that is serious about the Great Commission should seek out this material and other good resources produced by *Great Commission Resources*.

—Dr. Royce Money
President of Abilene Christian University

Many of us are experts at what local churches “ought to do” in order to be effective, but few of us are capable of explaining to them “how to do” what needs to be done. Curt Gunz, founder of Great Commission Resources, has produced a series of materials that show dedicated Christians exactly how to do some of the jobs that they already know they ought to do. I recommend these materials for church leaders who want their congregations to be more productive and don’t know how to make it happen.

—**Dr. Howard W. Norton**
Harding University

The materials from Great Commission Resources present very practical “hands on” help. They have done a great service for congregations of the Lord’s church that want to grow and retain their members.

—**Joe Talbot**
Senior Member, Board of Trustees of
Abilene Christian University

Great Commission Resources is producing high-quality materials to meet real-life congregational needs. Easy to understand and straight forward, you will be pleased with the work [Great Commission Resources] is offering the brotherhood.

—**Dr. Don Vinzant**
Oklahoma Christian University

Great Commission Resources’ products are of the highest quality both in content and presentation. They are superior to other church growth products, plus they are specifically designed for Churches of Christ. Great Commission Resources will enhance your ministry.

—**Randy Moody**
Preacher Garnett Church of Christ
Tulsa, Oklahoma

REACH OUT!

The Complete Resource for Reaching Out to Visitors

The most effective outreach

The church growth experts will be quick to tell you, of all the outreach methods and programs, the most important one is reaching out to those who visit your services. You will never find a more productive way to invest your time.

Quickly and easily reach visitors

The REACH OUT! ministry will lead you to quickly and easily use your entire congregation to reach those who visit your congregation.

Complete step-by-step instructions

You're busy; your members are busy. You need practical methods to do the type of ministry you know needs to be done. REACH OUT! will show you how with complete step-by-step instructions so you won't have to guess or try to "wing it."

Proven, guaranteed methods

At last, a way to grow that is tested, proven and guaranteed to work in YOUR congregation. This ministry is designed for Churches of Christ. You won't have to waste time trying to change and adapt what theorists from other groups have written.

Involve Your Church Members Quickly and Easily

Imagine what it would be like if you could quickly and easily involve your members in outreach in ways they will enjoy and will do well. If everyone is using all of their talents how fast will you grow?

Begin Growing Next Sunday

The REACH OUT! material is complete and easy to use so you can start right away. Because everything is designed to be practical and useful in your congregation you can begin right away. No one has time for weeks and weeks of impractical classes or pointless meetings. REACH OUT! will allow you to begin effective outreach immediately.

Guaranteed

This ministry is guaranteed in two ways. First, you will be satisfied with the product. Second, you will reach visitors or all of your money is returned—with no questions.

You want to be a good steward of your congregation's resources. We want you to be. If this material does not meet your needs we want you to have your investment back so that you can use it in an area that will expand the Kingdom. That's why we guarantee that you will be satisfied and the program will work.

No gimmicks. No tricks. No fine print. You can't lose.

Customized to YOUR congregation!

No one knows your congregation like you do, and despite the hype, one size does not fit all. That is why the REACH OUT! ministry is designed to give you the tools to quickly customize this ministry to your congregation.

Your members will appreciate this personalized approach. Too often members are turned off by ministries because they are pressured to do things that do not match their gifts or talents.

You will never have to ask your members to do anything they will not enjoy. They will feel good about the ministry and your leadership because you will let them use the gifts God has given them.

Your congregation will grow

Imagine developing a relationship with every visitor. Now you can let them know how much you care, how much your congregation has to offer and (most important) how much the Lord loves them.

Everyone uses their gifts and talents

Are you tired of trying to force members to do things they don't enjoy and don't do well? Isn't there enough talent in your congregation to really impact your community? The key to real long-term growth is allowing everyone to use their gifts and talents as God intends. The REACH OUT! ministry will show you how.

Benefits

Here are just a few of the benefits you will receive from REACH OUT!

Quick, effective follow up with every visitor

Do you want to reach every visitor? The REACH OUT! ministry shows you how to effectively follow up with every visitor in several meaningful ways quickly and effectively.

Step-by-step instructions

Do you want practical help that you can use right away? The REACH OUT! ministry will give you complete, step-by-step help so you can start growing this Sunday.

Ways to involve all your members

Do you want all of your members to be involved in outreach? The REACH OUT! ministry allows members to use their gifts and talents in meaningful and nonthreatening ways.

Easy to use methods

Do you want proven methods that work? The REACH OUT! ministry uses methods that have worked in thousands of churches. The best part is they are easy to use.
Growth

Do you want to grow? The REACH OUT! ministry show you how. If you use these methods you *will* grow.

Get yours today!

 **YES!** Please send me **REACH OUT!**

If I am not completely convinced that *Welcome to the Family* causes our new members to become integrated into the church family I can have my money back—no questions asked!

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