

**so you've
been asked
to...
be a Sunday
service
welcomer
Training
pack**

Coulby Newham Baptist Church
Langdon Square,
Coulby Newham,
Middlesbrough,
TS80RW,
10:15am Sunday services

So you've been asked to be a Sunday service welcomer

Your Role

Every Sunday we will have 1 person whose job it is to Welcome people into the Church Service. Its your job to make sure that people feel comfortable coming into a strange building, that they feel remembered, valued and have all the information that they need about the morning.

What time do I need to show up?

9:50am - Our services start at 10:15am so if you are on Duty that week then we need you to arrive by 9:50am, this will give you a few minutes to get yourself sorted before people start arriving from 10am-ish. Remember that often its the New visitors who show up 5-10mins early and its our regulars that arrive at 10:15am.

How long should I stand at the door for?

We need you to hover near the door for the first 5-10mins of the service. Perhaps stand at the back of the Hall with the doors open while the worship is happening so that you anyone coming in late can also be welcomed by you and shown where to go. If a new person is coming late then they may feel awkward coming into the the service that has already started so your role is essential during that time to make them feel comfortable.

Top Tips.

Introduce Yourself

Keep a keen eye out for newbies as you also chatting to our regulars. Don't be afraid to tell one of our regulars that you will chat to them later if you need to. The newbies are the ones who really need your help at that time.

Be bold **SMILE** and introduce yourself.

It's better to say "*I don't believe we've met, I'm Simon, nice to meet you*", than to ask them if it's their first time. *If it is their first time it can put the spotlight on them (how many people are going to ask me today if it's my first time?!). If it is not their first time then that's just... awkward.*

Ask them their name

and try to remember it. If we can use people's names through out the morning it has a big impact on someone feeling comfortable and involved in what is going on.

Make Yourself Available

For all you know, this is the first time in that person's life that they've ever stepped into a church and who can guess what crazy expectations are rolling around in his head. Be friendly and helpful, assure the nervous first timer that everything is alright and you are there to show them where to go and what to do.

This takes getting the balance right, you don't want to hound a person but you want them to feel informed and welcomed.

Point Them in the Right Direction

If a visitor has never been to your church before, offer directions first to the Hall, then to the bathrooms, If they have kids then explain that we are all in the Hall together for the start of their service but we have a great Kids Church program that starts a little later.

Introduce newcomers to someone else in the Hall

If a new comer has shown up, its a great idea for you to take them through to the hall to show them the worship space, and take them over to someone who is already sat down. Introduce them to the other person and ask if they can sit together. This gives the new person an immediate sense of contact, and if they have any questions that can then easily turn to this person and ask.

Welcome Packs and contact cards

Often we have a booklet on the Welcome Desk called the Welcome Pack. This has info about CNBC and its great to be able to give this to people. There are also contact cards that people can fill in to be added to our mailing list....but don't chase after people for contact details, some people might just want to hover for a few weeks before giving over numbers and emails. (the contact slips can just be dropped into the Tithes/offering box at some point.

Enthusiasm is Essential

Ok so you don't need to be on Cloud 9 all the time to be a good welcomer, but please remember that you are the first point of contact at the door and you could be the first impression that person has with our Church or even Jesus. So be enthusiastic about welcoming them, joyful about the church service and happy to help.

Get to know others in our Church Family

The bulk of this role will be welcoming in people who are already in our Church family so why not make an extra effort to learn names and get to know people that you don't know already. We want coming on a Sunday morning to feel like a family gathering and for people to be welcomed at the door by family members who are happy to see them again.

Your Turn?

What bad experiences have you had with church greeters? Do you have some tips of your own you'd like to reflect on? Have a think about other ways we at CNBC can be better hosts.

You guys will do an amazing Job! I know it. Thanks so much for serving our Family and our Lord in this way.