



# WHO ARE YOUR SUPER GREETERS?

## PREPARING YOUR WELCOME TEAM FOR HIGH-VOLUME EVENTS



### YOUR WELCOME TEAM

*'Tis the season for extra visitors and high-volume events. How will you manage?*

Ideally, everyone is part of the welcome team. Leadership must communicate clearly and regularly to the congregation that everyone is a host, not a guest.

Greeters are those awesome volunteers who are quick with a smile and a handshake and can point people in the general direction of the worship center or the restroom.

But high-volume events not only tax your supply of greeters, they also require a little more. **They call for Super Greeters.**



**WHAT IS A SUPER GREETER?**

As you might imagine, with a title of Super Greeter, they have to be special. This is the position that Greeters are promoted to. These superheros are:

- Super friendly
- Super nice
- Super knowledgeable

**WELCOME STRATEGY**

Support your Super Greeters to:

- Know the difference between Nursery and Preschool
- Know about the curriculum in the children’s ministry
- Supply each family they encounter with church maps
- Escort visiting family to each child’s assigned room
  - Explain pick-up procedures
  - Introduce the family to the teacher(s)
  - Explain how your software helps prevent their child from eating peanuts
- Escort visitors to the worship center
  - Help them locate a seat
  - Explain how they will be notified should their child need them
  - Introduce them to other Super Greeters who are assigned to that section
- Stand strategically throughout the facility, not just at the doors

- Be recognizable and approachable as hosts
- Be well-versed in the church’s security procedures

**SAY HELLO AND GOODBYE**

After services can be a lonely time for new visitors navigating their way through the members catching up with their friends. It’s a scenario tailor-made for Super Greeters.

*“What we suggest to churches now is to have after-service hosts. This is not just a greeter who stands at the door and shakes peoples’ hands on the way out. These are people in the sanctuary whose ministry begins when the last prayer ends. Their job is to look for people who they don’t recognize, go up and introduce themselves, and act as a host, introducing them to the pastor, inviting them to the coffee table, and really—in the sense that we often think of the word ‘host’—to be a host.”*

**CHARLES ARN** –PRESIDENT, AMERICAN SOCIETY OF CHURCH GROWTH

**It Starts in the Parking Lot**

A well-trained parking lot team can quickly fill and empty the church parking lot in an orderly fashion. People decide whether to return to a church within the first 6-10 minutes on campus, so this team’s value goes far beyond proper cone placement.

Funnel visitors through the front door by having a designated first time guest parking area.

**Not-So-Subtle Signage**

The first time visitor check-in area needs to have a sign so big that blind people feel its presence. (Tip: Include the words “FIRST-TIME GUESTS”).

You may know that “Kingdom Kids” is the 3-5 year olds’ class, but without ages on the sign, a guest could feel lost or excluded by this ‘insider’ lingo.

**Clean and Clutter Free**

- Check the bathrooms frequently
- Monitor the effect of (or need for) ambient background music
- How does the children’s area smell?

**Communication Cards**

Collecting first time guests’ information is a top priority.

**Visitor Follow-up**

First contact should occur within 36 hours followed by a second contact within 1-2 weeks.

**LEARN HOW**

FellowshipOne supports your volunteers and visitor follow-up.



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