

# WORSHIP WELCOME TEAM

## BEFORE EACH SERVICE

- Each team will consist of 1 or 2 volunteers for each service who float around before and after the service looking for visitors and welcoming them to Good Shepherd. Once a visitor is found:
  - o Introduce yourself with eye contact and warm handshake
  - o Say, "Hi, I'm \_\_\_\_\_. I'm sorry, but I can't remember your name. Could you refresh my memory?"
    - This is a good way of getting their name if they are a visitor. It also saves face if the person you assume to be a visitor is actually a member.
- Once a member of the Worship Welcome Team (WWT) has located a visitor and asked them for their name, they will carry on in a normal conversation and actively listen (e.g., proper body language, waiting till they are done talking to speak, etc.)
- Show them around. Don't ask if they need help finding anything; take the initiative and show them around so that they know where to go for worship or if they need to use the restroom, etc.
- Finally, put a worship folder in their hands and show them how to use it. Have them fill out a Connection Card put their information in your phone. Tell them we'd love to follow up with a gift for joining us for worship. Feel free to offer sitting next to them to make them feel more welcome.

## AFTER EACH SERVICE

- The same members of the WWT tries to find the visitor(s) they located before the service to talk to them again. Be normal; not weird.
- Ushers collect the Connections Cards from the offering plate and bring them to the church office for entry into Church360.
- The WWT Coordinator faithfully enters this information weekly on Monday mornings and informs the same WWT members who were on duty Sunday to go and drop off welcome bags by Monday evening.
  - o In the bag is a pen, mug, Meditation, other swag, etc.
- For those who are already WELS members of another church, the Administrative Assistant sends an email to their home church letting them know of their attendance at our church. So, these bags are for unchurched/dechurched prospective visitors, not a WELS visitor.

## MONDAY

- Members of the WWT (not the pastor) go and bring a swag bag to their assigned visitor(s). WWT members will already have a few bags at their home already prepared.
- They then text/email the WWT Coordinator to relay any important details of their visit.

## TUESDAY

- WWT Coordinator enters the details of the visit into Church360.

- Communicates to the pastors about the prospects that they now need to visit.

## **WEDNESDAY - FRIDAY**

- Pastor goes and thanks visitor for coming to worship, asks about their experience at church, informs them about other events at our church coming up, seeks the chance to do a law/gospel presentation, and attempts to enroll them in a Bible Information Class.
- After the visit, he enters the details of their visit into Church360.

## **NEEDS**

- Ushers
  - o Already have those. Just need to make sure they keep bringing down the connection cards.
- 1 - 2 volunteers for each service (at least one at each service)
  - o 15 min before church
  - o 15 min after church
  - o 30 minutes delivering welcome bags
  - o = **1 hour per week**
- Worship Welcome Team Coordinator
  - o 20 minutes entering visitor data into Church360
  - o 20 minutes assigning follow-up visits to team members
  - o 15 minutes entering details from the WWT follow-up visit
  - o 5 minutes communicating to the pastors about who needs to follow-up that week
  - o = **1 hour per week.**
- Materials
  - o Bag
  - o Pen
  - o Mug
  - o Magnet
  - o Meditation
  - o Welcome Packet
  - o Other swag