

MORE BASIC CONCEPTS:

- Make positive eye contact with people and smile.
- When health and circumstances permit, greet children at their level by bending or crouching down.
- Greeters aren't expected to know everyone. Rather than immediately asking if someone is new, consider a simple introduction like: "Hi, I'm not sure we've met. My name is ____."
- Families come in many flavors, including single parent, multi-ethnic, multi-generational, or blended. Don't make assumptions about relationships. Ask open-ended questions that encourage the guest to speak about him or herself, e.g., "Are you new to town," or "How did you hear about us?" Avoid statements like: "Are you married?" or "Where is your husband today?"
- Make an active effort to learn the names of guests. Use their name often. Introduce them to others by name. People are very impressed if you greet them by name at the end of the service or when they arrive the following week.

MAKE THE BEST FIRST IMPRESSION POSSIBLE:

- Remember that hospitality means putting the guest first. Help people feel comfortable, respond to their questions, and anticipate information that they may need.
- Be alert for opportunities to introduce guests to members of the church.

- When a guest arrives for worship, it's impressive if a greeter immediately introduces the person to a church member.
- When guests arrive during a fellowship time, direct them to the appropriate area.
- Be familiar with church promotional materials: offer applicable materials to guests and offer to answer questions they may have.
- Be present in your place well in advance of the time that people will start arriving. Although this varies some depending on the morning schedule, you generally want to be present at least 15-20 minutes before Sunday school or worship begins.
- As a greeter you have a part in fulfilling our church purpose or community, faith, and love.
- Who is the most important person at on Sunday? Answer: our guests, because God has given us an opportunity to reach them.
- Who is the second most important person on Sunday? Answer: the greeter. Greeters are generally the first person to meet our guests. The greeter has the greatest influence on the guest, from the very beginning.
- Greeters are more than just a handshake, a door opener, or a friendly smile. You have a vital ministry here at King's Grant.

KING'S GRANT BAPTIST CHURCH

**873 Little Neck Road
Virginia Beach, Virginia 23452
Office: 757-340-0902
Fax: 757-340-3686
www.kgbc.us**

**KING'S GRANT
BAPTIST CHURCH**

YOUR ROLE AS A KGBC GREETER

Community - Faith - Love



**The Ministry of
Hospitality**

GREETERS ARE MINISTERS OF HOSPITALITY:

Greeters usually are the first members of the congregation that people meet upon arrival at church. It is a very public ministry and profoundly affects the quality and spirit of each worship service. What does it mean to be a minister of hospitality? Does that change how you see the role of a greeter? What difference might it make in a guest's worship experience?

GREETERS PLAY A VITAL ROLE IN THE HEALTH OF THE CHURCH:

Guests often possess a special kind of "radar." Many people, especially if they've been damaged by the institutional church, have an uncanny ability to detect a lack of sincerity in the people they encounter.

Newcomers seem to know almost immediately if our church is a place of welcome, acceptance, and friendship. Recent studies indicate that most guests decide within the first 10 minutes whether to return.

As soon as guests enter the building, they can see if the congregation cares about hospitality. Words of welcome on signs and on screens, while important, are meaningless if they aren't accompanied by corresponding actions. Greeters in particular reflect our congregation's nature and mission.

GREETERS ALSO WORSHIP:

While it is true that greeters are very busy, it is equally true that as Christians they need to be fully involved in worship. Greeters' behavior, whether before, during, or after the service, communicates information about our church to guests.

THE WORK OF GREETING IS VERY IMPORTANT:

Good hospitality doesn't just happen—it is prayed for, planned for, organized, evaluated, and celebrated. Greeters should take their duties seriously and clearly understand the importance of these ministers of hospitality for the congregation. Here are some administrative suggestions:

- Seek to be included on the greeter roster and be a part of the team.
- This is a great opportunity for newer members and regular attendees to get to know more people who gather on Sundays.
- When you're on the schedule and can't make your day, please secure a replacement.
- Greeters should cover both entrances near the sanctuary, and as we grow, we should also cover the preschool welcome area.
- Greeters should be available during the Sunday school time, when it's just as important to welcome guests. Greeters should be able to answer the questions that people have about classes, groups, and child care.
- Greeters could be used in the parking lot to help people feel immediately welcomed.

- Every member of the congregation is responsible for the hospitality of the church. True hospitality is always more than a program, it is a life style of being in community and of interacting with others.
- Greeter should take time for hospitality training: like, emergency procedures (fire, police, health situations), assistance during the services (potential interruptions, seating guests, help with children, curbing noise in the foyer and welcome center), weather related help (umbrella guests to their car on rainy days, helping young families in the parking lot get into the building and to show them the places they will need to visit), and evaluation (to tweak our ministry to make it better).

BASIC CONCEPTS:

- Offer a genuine welcome to everyone: long-time members, newer members, and guests.
- True hospitality means putting guests first when making choices in the use of time. Guests need more attention than our regulars.
- Don't let side conversations distract greeters from focusing attention on guests and newcomers.
- Hospitality needs to involve the whole congregation. Ask for help if someone has a particular need that requires extra attention.

The Ministry of Hospitality

Office: 757-340-0902

Fax: 757-340-3686