



Hospitality Ministry

“Every Member Is A Greeter”
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Understanding people today

- Less than 20 (17.7) percent of Americans regularly attend church.
- People say they attend 1 of 3 Sundays.
- Mainline denominations have generally believed people attend 2 of every 4 Sundays.
- The reality is that many evangelicals today attend 1 of 6 Sundays.

Sources: Gallup; church leaders.com



Understanding people today

- Church attendance / participation habits aren't as predictable as once before.
- 21.5 million children, age 6-17, participate in youth-targeted sports, and many of those now play or practice / travel on Sundays. (1.5 million 6 year olds).*

*Source: ESPN



Understanding people today

- Between 36-55 percent of adults say they will relocate upon entering Empty Nest. Reasons? Following children and / or moving closer to aging parents.
- About 45 percent of retirees / empty nesters will change dwellings – even those staying within the same community.

Source: uscensus.gov



Understanding people today

- There is more pressure today on churches to be ready to **understand** and **receive** new people than ever before.



Churches are transient environments, and people are driven by options, personal comfort, and instant gratification.



Understanding people today

- *People* are digitally connected.
 - People prefer more than one communication method.
- *People* are no longer brand loyal.
- *People* are experience-driven, and are sensitive about how and where they spend time.



What it means for the church

- We must communicate that the church is a supernatural organism, and demonstrate how **God is at work**.
- We must communicate and testify to how **Hope is real** within the church.
- We must engage people, and help people discover **Friends in faith**.



Hospitality Ministry

- “When God’s people are in need, be ready to help them. Always be eager to practice **hospitality**.” – Romans 12:13
- Of church leaders, “(The leader) must **enjoy having guests** in his home . . .”
– 1 Timothy 3:2
- On living for God, “(Christians) **cheerfully share** your home **with those who need** a meal or place to stay.” – 1 Peter 4:9



Hospitality Ministry

The Believers Form a Community

“They **worshipped together . . . shared** their meals with **great joy and generosity** – all the while **praising God** and **enjoying the goodwill of all the people**. And each day the Lord added to their fellowship those who were being saved.”

– Acts 2:46-47.



Hospitality Ministry

Defined.

Hospitality (N):

- Cordial and generous reception of or disposition toward guests.
- An instance of cordial and generous treatment of guests.

- www.thefreedictionary.com



The Hospitality System

- **Communication** creates interest / climate.
- Guest parking
- Doorway greeters engage guests
 - Invite guests to Reception Center
- Inside ushers / greeters engage guests
 - Invite guests to Reception Center
- Reception Center
 - Promotes small groups
- Sunday School / Small Groups reception
- Exit greeters



What People Expect

- People who go beyond cheerful . . . Volunteers with a sense of purpose.
- Ease in getting in and ease in getting out.
- Efficient.
- A lot of laughter.
- Maintaining control. Anonymity.
- Pride in the property and the programming.
- Seamless teamwork among staff and volunteers.



Guest Parking & Doorways

- Greeters work at the doorways with an eye on guest parking. Don't approach unless needed.
- Greeters greet everyone; guests self-identify.
- Greeters: Be prepared to invite guests to visit the Reception Center, but also be prepared to capture database information with a connection card.



Interior Ushers & Greeters

- Great touch if doorway greeters can introduce guests to someone in the interior.
- Interior ushers and greeters intersect guests, answer questions, invite guests to visit the Reception Center, collect database information, and / or assist guests as needed.



Reception Centers

- Clutter free
- Volunteers in front of counter tops.
- Capture database information, answer questions, invite people to visit Sunday School classes or small groups.
- Don't "push" a specific class, but know the classes most likely to well-receive guests.
- Hours of operation? All the time.



Hallway Greeters

- Human guideposts – serve others by providing directions, greeting and assistance as needed.



Small Group Greeters

- Outside the classroom – able to make introductions to others
- Answer questions – encourage attendance at an orientation class or information meeting.
- Gather database information
- Walk with guests to where they want to go, or ensure they know how to get where they are going.



Exit Greeters

- Available to answer questions.
- Thank everyone for attending.
- Collect database information.
- Assist those who need assisting.



Characteristics Of A Greeter

- Jesus follower
- Joyful; Kind; 'Others-Focused'
- Willing to sacrifice personal small group and / or worship service participation
- Willing to go through an educational process to learn about the church, its organization, its theology, and its property.



Nuances

- Greeters should wear name tags / vests – first names recognizable – easy to know “this person is a greeter and is willing to help.”
- Greeters should consistently work the same areas.
- Greeting children is okay with some careful considerations.



When You Follow Up

- Ask them about their experience.
- Ask them about their family.
- Ask them if they have questions; need info.
- Invite them to a Q&A information meeting.
- Remind them to call you or access the website with prayer needs – regardless of church affiliation.
- Ask for permission to call again in two weeks.
- *Don't get pushy on the home visit . . .*





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