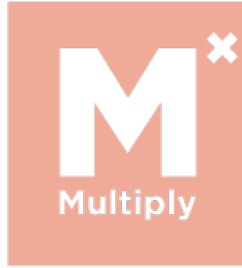


MISSION CHURCH HOSPITALITY



Hospitality Workshop
Lisa Self
Saturday, November 13, 2021

Hospitality Team Mission Statement-

People are our focus, and this team exists to usher them towards Christ. We seek to prepare hearts to hear, receive, and respond to God's word every Sunday through a warm, genuine, loving environment.

Parking team:

The parking team is strategically placed to remove uncertainty about where to park and be the 1st welcoming point of contact for guests. Key spots are at the entrance of our property to wave and direct as well as any additional points for direction.

Greeters:

Greeters are positioned at all entrance doors. Their role is to hold doors open, shake hands, say hello to everyone. If they meet a guest, they introduce themselves and point them to one of our guides.

Guides:

Guides are strategically placed just inside the lobby doors. Greeters send guests to a guide who will then walk them from the entry point through being seated in the worship center. If it's a family with children, guides walk them to the kids' check in area, then to kids' classrooms, then walk parents back to the worship center.

Hosts:

Hosts stand at the information desk. This is centralized in the lobby and is the Q & A spot for the church.

Ushers:

Ushers stand at the doors to our worship center. They greet everyone as they enter and give them a connection card. They also prop the doors open at the end of the service.

Seating Coordinators-

Seating coordinators are inside the worship center and help with seating as needed.

Coffee:

The coffee team preps, sets up, refills, and cleans up coffee.

Special Events:

The special events team helps to prep, serve, and clean up food at various events.

Guest Connect:

The guest connect team greets guests in the Guest Connect area after the service.

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ASSIMILATION AT MISSION CHURCH



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- Guest Connect

Designated area for 1st time guests to visit after every service. They will connect with leaders, receive a gift, and an invitation to take a next step.

- Guest Follow Up Calls

We call every guest within 48 hours of them visiting the church. If a phone number isn't given, an email is sent.

- Consider Mission

This is the first official step in our assimilation process. A lunch and learn event held every 6 weeks for guests after our 2nd service. Open to first times guests and anyone new to the church. (required for membership)

- Connect to Mission

After attending Consider Mission, a guest can apply for membership and connect with one of our elders through a membership interview.

- Commit to Mission

4-week class required to complete our membership process. Taught by one of our pastors utilizing our Commit to Mission book.

