



the guest ... then a newcomer ... *then a regular!*

guest relations mission statement

The area of Guest Relations is committed to helping ALL
who enter The Chapel (*especially our guests*),
to experience CHRIST through a WARM welcome,
a cheerful SMILE, a SINCERE, servant's heart,
and an XTRA-MILE attitude.

at least half of the unchurched audience polled cited the following compelling reasons to return to church:

1. learning more about God.
 2. getting religious TRAINING for their children.
 3. improving their PERSONAL understanding of the contents of the Bible.
 4. meeting other people.
 5. DISCOVERING ways of handling daily challenges/problems more APPROPRIATELY or effectively.
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#1 reason to visit a 2nd time... FRIENDLINESS

there are different perceptions on friendliness.

from the INSIDE out = regulars

from the OUTSIDE in = guests

THINK ABOUT IT—

“... people make 11 decisions about us in the first 7 seconds of contact.”

CAN YOU NAME SOME?

1

2

3

4

5

6

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11

so.... what can we do?

THINK ABOUT IT— accept responsibility

helping guests feel welcomed is the responsibility of the CHURCH OR ABF, not the GUEST.

...get ready for them.

Are they a...

- | <u>Visitor?</u> | or | <u>Guest?</u> |
|-----------------|----|-----------------|
| 1. UNIVITED | | 1. INVITED |
| 2. NOT READY | | 2. PREPARED |
| 3. AWKWARD | | 3. EASE |
| 4. BRIEF TIME | | 4. LENGTHY STAY |

how do we make them feel? **LIKE AND VISITOR OR A A GUEST?**

...approach them.

3 -minute rule after the service

the disney way
“create the magic”

- 1 MAKE EYE CONTACT & SMILE.
- 2 GREET & WELCOME EVERY GUEST.
- 3 SEEK OUT GUEST CONTACT.
- 4 PROVIDE IMMEDIATE SERVICE RECOVERY.
- 5 DISPLAY APPROPRIATE BODY LANGUAGE AT ALL TIMES.
- 6 PRESERVE THAT MAGICAL GUEST EXPERIENCE.
- 7 THANK EACH AND EVERY GUEST FOR COMING.

the CHAPEL way
“kingdom hospitality”

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...introduce self & relationally connect.

“An atmosphere of warmth and acceptance is expressed most effectively by people who hold no official position. That’s because the most gratifying welcome a visitor (guest) can receive is from someone he wouldn’t expect to welcome him, in a place he didn’t expect it to happen.” ~Calvin Ratz

A **Connecting Partner** is someone who takes conversation with a guest/newcomer to the next level of relationally connecting by looking for opportunities to walk with, sit with, go with, invite to, and possibly meet with at another time just because you care.

...next steps.

Are systems in your ABF in place to encourage their next steps?

kingdom hospitality...

following the example set by God given to Israel...

”when a guest lives with you in your land,
you shall not do him wrong.
treat your guest just
as the native among you,
loving him like one of your own.

remember, you too were once guests in the
land of egypt; I am the Lord your God.”

leviticus 19:33-34