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Q and A

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TOO MUCH?

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Practical Resources for Churches



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Hospitality

PRACTICAL
RESOURCE FOR
CHURCHES



WELCOME



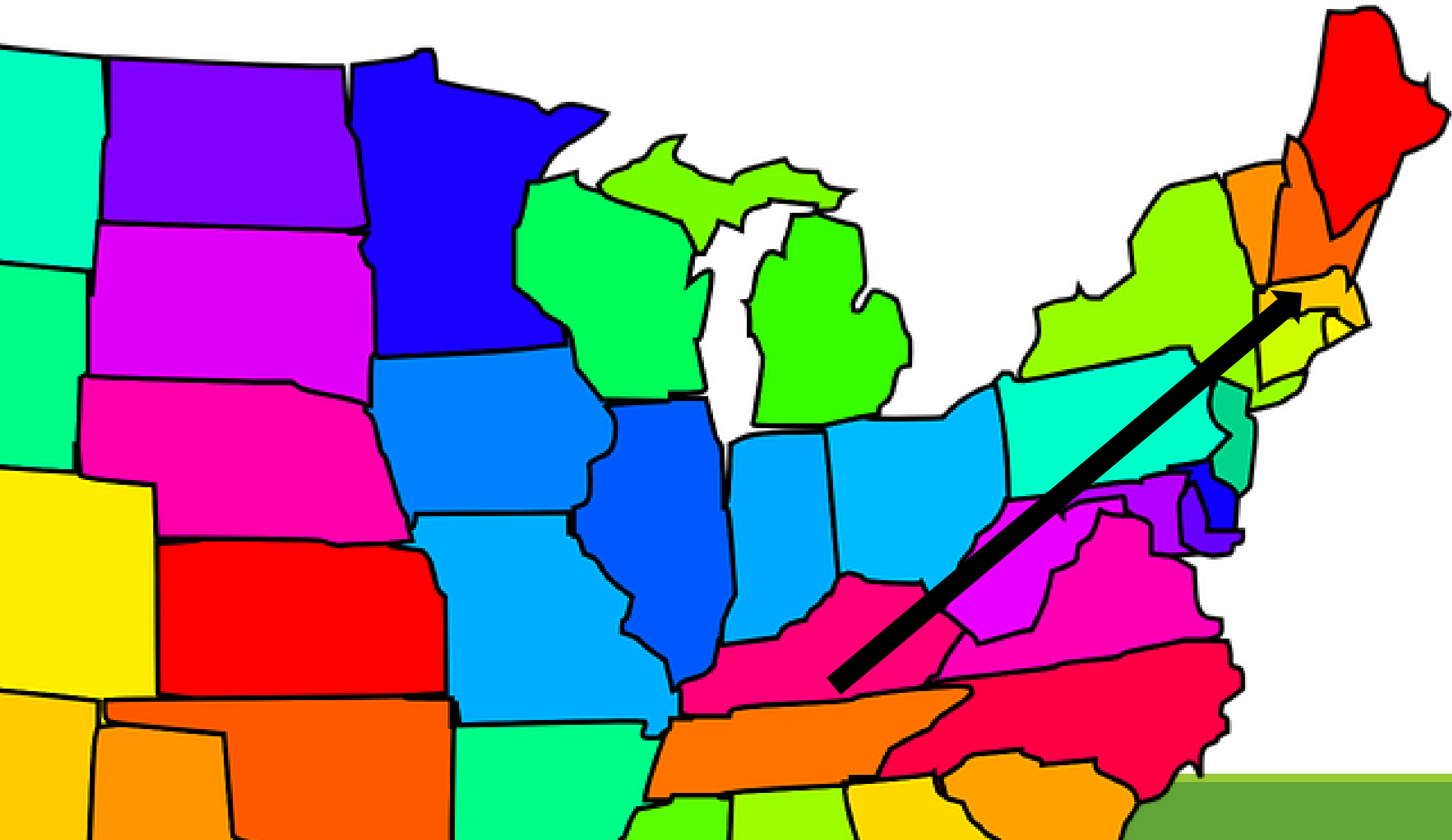


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Kim's a successful pastor for 20 years. Eric is a Fortune 500 marketing exec. Together, we combine the best of the secular corporate world and church practice to deliver the newest skills and trends with a sound theological understanding to create positive change.



Hospitality



The friendly and generous reception and entertainment of guests, visitors, or strangers.



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FOUR SEASONS
Hotels and Resorts

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Be careful how you talk
about hospitality needs
to your congregation!

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Broken Sheep Tip and Trick

Do not mistake fellowship
with hospitality.

Fellowship focuses of
relationships inside your
community and hospitality
focuses on visitors and
people we do not know.



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What we are taught about strangers



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We are taught to fear people?

- We live in a society where people prey on innocent people
- We need to reiterate that church safety will remain a priority
- We need to know where feeling of anxiety and fear come from.

Talk about bad habits vs. unfriendly



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What they need to learn



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Before you talk
to any of your
friends greet
anyone you
don't recognize
(think is a
guest)

HOW TO TALK TO guest/visitors

- In - Introduce yourself
- Out - Ask the other person about themselves
- Up- Tell them something special about the church

How to connect and follow up with guest

- Think about how you collect personal information. Now a name and e-mail or cell phone number is fine.
- Don't worry if people do not leave information. They will leave it when they are ready.
- Connect before they leave.

HOW TO THINK LIKE A guest

- I recommend going to a worship in a different denomination (religion) in a neighborhood different than yours.
- What are the difficulties in going somewhere new you have never been?

- How do people know where to go?
(sanctuary, bathroom, childcare)
- How do people know what to do?
- Are all aspects of your church welcoming or are they exclusive?
- Can they make friend there?

Focusing on your demographics

- If you don't know who you are trying to attract, you need to focus.
- If you know your focus anticipate needs before the guest arrive.
- Have discussion about how to integrate the old and new church members.

Let's talk about CLUTTER!





Hospitality can change someone's life.



happen to
make someone
feel
unwelcome?

... NOT A LOT



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Let's Chat!



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