

# Welcome Team Training

Making your church so welcoming, every visitor wants to come back

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## Training Course



**The Salvation Army** New Zealand, Fiji and Tonga Territory

*"The most important people in the hotel business are the ones who are out front meeting the customers. [To grow your hotel business], the most important step is to train the people meeting people (e.g. reception, porters, etc.). These least paid workers have the most influence."*

*(Don Stevenson, President, Global Hospitality – a company that manages and turns around failing hotels and resorts)*

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Adapted from material produced by John Maxwell.

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# Introduction

## Introduction

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In his training titled “The Ten Most Important People on Sunday”, Dr John Maxwell suggests visitors are the most important. Their attendance has been motivated by a friend or a deep need. They bring hurts, questions and apprehensions. They look for warmth, acceptance and smiles. When they receive those things, they return. When they return, they will find God.

According to Dr Maxwell, ushers and greeters are the next most important. Without them, the visitor is unlikely to feel accepted and so never return.

We value your contribution and thank you for your involvement in this vital ministry!

This handbook has been designed to ensure our welcome team members are confident in their role, and able to create an environment where all visitors want to return. It is intended for both:

1. Existing welcome teams to come together and reconfirm how they operate, and
2. New welcomers joining the team.

## Style

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While it is possible to use this booklet as a handbook, it is designed for use in a training session, where people can benefit from discussion and sharing of ideas.

The studies are designed to be thought-provoking, with questions to which there will hopefully be a variety of responses. Often there are no ‘right’ answers.

## Preparation

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The leader is expected to know the content of the course prior to leading. In particular, Section Four has a list of items to discuss specific to your local setting.

No preparation is expected for participants attending this course.

## SECTION 1

# The importance of the Welcome Team

## The Most Important People on Sunday

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In his training session, Dr John Maxwell suggests who he believes to be the 10 most important people attending a church service. Let's look at his top four.

### #1. THE VISITOR

The most important person attending church is the visitor. They've either been invited by a friend, are looking for a new church, or have a deep need they are hoping to have met. They are not merely looking for a friendly church – they are probably also looking to make friends.

1. How do you feel when entering a room full of people you do not know, at a place you have never been? What would help you at that moment?
2. What issues might you face attending church for the first time?

Visitors typically want three things:

1. A friend – someone who makes them feel welcome and that they belong
2. Information – where do I park, where do I go; where are the toilets; what is available for my children and what do I do; what's going to happen?
3. To not be (further) embarrassed – by doing something they shouldn't (e.g. sitting in someone else's seat, not standing up when they're supposed to), or being forced to do something they aren't comfortable with (e.g. hugged at the door, giving offerings, being singled out, professing faith they don't have, etc.).

### #2. THE WELCOMER

Welcome team members are usually one of the first official representatives of the church that people meet when they arrive. Their dress, attitude, words, demeanour, body language (and odour) all speak a message to the visitor.

3. If a welcome team saw its role as 'ensuring all people receive such service that they have to come back' what might that look like?

In her blog post *the one minute change that will transform your company*, Lisa Earle McLeod tells the story of moving her daughter to start at University. While looking befuddled at the campus map, a friendly and official-looking gentleman approached them asking, “Can I help you find something?” It was the Dean.

In the middle of an extremely busy day, the Dean himself personally approached them, not just because he’s a friendly extrovert – it’s their official policy. Any staff member who sees someone looking at one of the big maps is expected to approach them and offer help. The Dean says, “I tell my staff that [this is an] opportunity to step up and see how you can help them. If I see that you walked past them because you have other things on your mind, we need to have a conversation about whether or not you should still work here.” You cannot overestimate the ripple effect such a challenge has on an organisation’s culture.

Willow Creek Community Church was well known in the early 2000s for service. Members would pretend to throw a towel over their arm as they asked ‘how can we serve you?’ With this mind set, members became much more aware of situations around them and started seeing themselves as problem solvers and ambassadors for their church.

4. What might a *one minute challenge* be for a welcome team (e.g. ‘If you see someone standing alone, you must connect them to someone’; ‘Show extraordinary hospitality’; ‘Be a reason for people to come back’)?
5. Sometimes people come to church burdened or discouraged. How can you help such a person have an encounter with God that lifts and inspires them?

### **#3. THE PERSON THAT A VISITOR SITS NEXT TO**

After the visitor who was greeted by the welcome team, the third most important person on a Sunday is the person the visitor sits next to.

6. Why is this person so critical to ensuring the visitor feels welcome?
7. What can you do as a welcome team to maximise the chance of a good interaction?

Some people are more friendly and helpful than others, so sit visitors next to people you know will be warm, friendly and enthusiastic about church. You should also try to match them by age, family type, etc.

Church leaders can help by using small groups, mid-week meetings, etc. to remind the congregation to look out for visitors rather than to stare at them. Encourage them to 'add value' to their conversations with visitors, by promoting the church and why (e.g. 'I love this church – the people here are so friendly').

#### **#4. THE PERSON WHO TALKS TO VISITORS**

The fourth most important person is the person who talks to visitors. Again, as a welcome team, you can help here.

**Instead of seeing your role as the one who talks to new people, try to mobilise others.** Look for people on their own and find regular attenders to go and talk while you keep looking for further opportunities. This way, there will always be someone on the lookout, and you'll be reminding the regular attenders that they should be looking out for visitors.

As a general rule, you should not be talking at length to any church regulars for at least five minutes after the service has ended.

It is extremely helpful if someone obtains contact details from any new people so that you can follow up during the week with a small gift and to let the person know they are welcome.

### **Summary**

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The Welcome Team is vital to ensure new people feel welcomed and want to return to your church. Much more than just people who smile and hand out a newsletter, effective Welcome Team members look for opportunities to provide the most welcoming experience possible for guests – helping them feel comfortable, helping establish connections with others, and providing answers to questions before they are asked.

Being part of the team is an important commitment that should not be taken lightly or unwillingly.



What is the main thing you want to remember from this session?

## **History of Ushering**

In the Old Testament ushers were called 'gatekeepers.' Their ministry was so important that they were given living quarters at the Temple. According to 1 Chronicles 9, their duties included the opening of the temple every morning, the care and protection of all the precious vessels, the preparation of certain food items used in ritual sacrifices, and guarding the temple.

By the time of Christ, these gatekeepers had become known as the 'Temple Guard.' They were ordered to arrest Jesus, but according to John 7 they instead became interested in Jesus message. However in John 18 we read that the temple guards were part of the contingent that arrested Jesus in the Garden of Gethsemane.

Early in Christian history, the ushers became 'porters' (overseers of the doors). When the church faced persecution, the ushers guarded the doors and took note of those who came and went, always guarding against spies. Later, when Christians could worship in the open, they also rang the bells.

## SECTION 2

# The excellent welcomer

## An excellent welcomer is ...

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### 1. "THE CHURCH"

When visitors walk into a church for the first time the welcomer that greets them, is to them, 'the church'. The opinions they are forming of the particular welcomer who is helping them are the opinions they are forming of the church.

1. List three ways welcomers impact their opinion (positive or negative):
  - a)
  - b)
  - c)

### 2. A SERVANT

Excellent welcomers put themselves in the position of a visitor or attendee. Visitors are likely to feel uncomfortable and nervous. Being friendly and reassuring can make them feel a lot more comfortable.

2. Why is the attitude of a servant important for a welcomer?

An excellent servant ...

1. **Anticipates needs:** helps people before they need to ask (e.g. provides information about children's programmes; provides a drink to someone coughing; helps parents struggling with a crying baby, etc.)
2. **Walks the second mile:** as per the Rebecca principle (Genesis 24:19), drawing water for you and your camels
3. **Is attentive to others:** is always on the look out for people to serve (and then anticipates needs).

### 3. A WATCHMAN

A good welcomer will watch over the service. They will anticipate problems as they come up, and they will watch for disturbances and quiet them in the quickest, most diplomatic way possible.

As a welcomer, when problems come, you have two buckets available to you – petrol and water. Your response can add fuel to the fire, or help put it out.

Language is very important here. Often there are two ways of saying things. Negative statements tend to be judgmental and smack of criticism. But they can typically be rephrased in a positive manner. Here are some examples:

*Negative: "You cannot go in now!"*

*Positive: "People are praying at the moment, please wait & I'll find you a seat."*

*Negative: "You're late; you'll have to sit in the front!"*

*Positive: "The service has already started. I'll find you a place to sit near the back."*

*Negative: "You can't stand here in everybody's way!"*

*Positive: "Would you like to talk over here where you will not be disturbed?"*

*Negative: "At your age, I suppose you need a hearing aid?"*

*Positive: "We have some good seats up front where everyone can hear the best."*

*Negative: "You teenagers shut up!"*

*Positive: "Will you please be a bit quieter so people can hear the speaker?"*

3. What other negative and positive examples can you think of?

#### **4. A HOST**

Just as you try to make a guest in your home feel welcome and comfortable, an excellent welcomer sees that the visitors in their church feel welcome and have as comfortable a place as is possible.

One important way to do this is to learn people's names. An excellent welcomer studies the Corps Directory to become familiar with names and faces.

4. Read the following ten commandments of human relationships. How can you apply these commandments to your role as a welcomer?

## Ten Commandments of Human Relationships

1. Speak to people. There is nothing as nice as a cheerful greeting.
2. Smile. It takes 72 muscles to frown and only 14 to smile.
3. Call people by name. The sweetest music to anyone's ears is the sound of one's own name.
4. Be friendly and helpful. If you want to have friends, you must be one.
5. Be cordial. Speak and act as if everything you do is a joy to you.
6. Be genuinely interested in people. You can like almost everybody if you try.
7. Be generous with praise ... and cautious with criticism.
8. Be considerate of the feelings of others. There are usually three sides to a controversy: yours, the other fellow's and the right one.
9. Be alert to give service. What counts in life is what we do for others.
10. Add to this a good sense of humour, a huge dose of patience and a dash of humility. This combination will open many doors and the rewards will be enormous.

*Robert G. Lee*

## 5. A GUIDE

An excellent welcomer needs to be able to inform visitors and attenders about the church and its activities. Therefore, it is important to be acquainted with the facilities and next week's agenda.

6. What sorts of questions do you get asked as welcomers? How can you ensure you know the answers?

Our suggestions for being a good guide are:

1. Know where the children meet, and the key details that guests need to know. If the children meet in different rooms, know what age groups meet where so you can help parents find their children afterwards.
2. Pre-read the church newsletter and listen to all announcements.
3. Know what information is available (e.g. welcome packs, handouts, etc.).
4. Make sure you understand the emergency procedures for your church.



What is the main thing you want to remember from this session?

## SECTION 3

# How the Welcome Team is organised

### ROLES

A typical welcome team will include the following roles:

1. **Welcome team leader:** the person with overall responsibility for the welcoming functions of the corps, including recruiting team members, on-going training, plus organising the weekly welcoming activities.
2. **Team captain:** takes responsibility for the welcome team at a given service (especially if the welcome team leader is not rostered on).
3. **Greeters:** people at the main doors who welcome worshippers as they arrive, ensuring that everyone is greeted cheerfully.
4. **Ushers:** responsible for the auditorium – welcoming people, helping people find seats, asking people to move to the middle of rows, etc.
5. **Floater:** greeters with a particular focus on new people. Without being fixed to a particular post, floaters have more scope to chat, answer questions and connect visitors with others.

Note: the roles of greeters, ushers and floaters may be performed by the same people, but it is helpful to understand the difference.

6. **Welcome table host (or hostess):** someone who stays at the welcome / information table to administer name tags, provide information, take registrations, etc.
7. **Car park attendant:** a person who assists people to find a car park and who is available to help direct them into the church.

Each church is different, and so the exact makeup of the welcome team will be different. As a general rule, a church will have:

- At least one greeter (ideally two to cope with mass arrivals) on each set of doors that new people will enter the building
- At least one usher for your main auditorium
- At least one floater for any new people who come.

A welcome table provides a natural place for new people to head and where they can feel comfortable asking questions. If you have a welcome table, it should be highly visible, near your main entry point.

# Welcome Team Responsibilities

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## ALL WELCOME TEAM MEMBERS

Shared responsibilities for all welcome team members:

1. Personal appearance is important. While obvious (and hopefully unnecessary to mention), please follow our dress code (see section four), present yourself well, make sure your hands are clean (and use extra toothpaste & deodorant).
2. Please arrive 30 minutes before the service (in time for prayer)
3. Put on your name tag and familiarise yourself with the newsletter content
4. Be at your post no later than 15 minutes before the service starts. At least one person must remain at each entrance for 10 minutes after the service has started (or where relevant, until the children have headed to Kids Church).
5. Avoid excessive conversation with other team members and regular attenders. Your job is to appear interested and approachable to guests.
6. Be attentive during the service. Look for people who might appreciate some assistance, such as people with babies or young children, people looking for the toilet, or people who may be distressed, etc.
7. Handle any special requirements during the service, such as a special offering or materials that are going to be distributed during the service.
8. Sit near the back and return to your post before the service ends (e.g. during the final song) to farewell people and provide on-going assistance.
9. Everyone is responsible for ensuring all visitors are welcomed so well that they feel they have to come back.
10. SMILE - be friendly!

## WELCOME TEAM LEADER

Responsibilities of the Welcome Team Leader:

1. Communicate often with your leader (e.g. Corps Officer or Worship Service Coordinator). If possible, a regular meeting should be set up for coaching and support.
2. Hold welcome team meetings as necessary. Provide motivating articles, instruction and on-going training to team members.
3. Recruit people for the welcome team in consultation with your leader.
4. Organise the welcome team roster for worship services.

5. Maintain the welcome team resources, including:

- Visitor packs
- Name tags and marker pens (if you use them)
- Pencils/pens
- Tissues
- Torch
- Seeker material (Bibles, pamphlets)
- First Aid Kit
- Lost and found box

## **TEAM CAPTAIN**

A member of the welcome team needs to adopt the role of team captain at each service (particularly if the Welcome Team Leader is not rostered on).

Responsibilities of the Team Captain:

1. Meet with the person leading the service to check for welcome team involvement. Pass along any special instructions to the welcome team.
2. Take overall responsibility for the welcome team for the service. Ensure team members are covering the needed posts and have any required resources (e.g. newsletters, forms and pens, etc.).
3. Ensure an adequate number of ushers are in place.
4. Act as a point where individual team members may escalate issues (e.g. questions for which they don't know the answers, conflict, etc.)
5. Patrol the building at random intervals to ensure that proper order and security are maintained, and handle any breach according to your policy.

## **GREETERS**

Responsibilities of the Greeters:

Prior to the Service:

1. Ensure that the welcome area is tidy then take your place at the main doors.
2. Welcome people as they arrive and hand out the newsletter. Greet people by name where possible.
3. Refer people to the welcome table for name tags if you use them.
4. Look for people who are new and look to link them according to your local procedures (e.g. to the welcome table, to a floater or other usher, to a member of the congregation, etc.).
5. Try to never leave the front door unattended.

### After the Service:

1. Return to your post. Offer a friendly farewell to people as they leave.
2. Make sure all guests have met someone, had their questions answered, and ideally completed a contact card to receive a free gift. If this hasn't happened, try to arrange this before they leave (e.g. link them to an usher or the welcome table, or do it yourself).

No matter what, make sure you invite them back!

3. Tidy up the welcome area and throw out any outdated information.

## **USHERS**

### Responsibilities of the Ushers:

#### Prior to the Service:

1. Check that the auditorium (meeting room) is tidy. If your church has pew racks, ensure that these are stocked and tidy (i.e. no song books, Bibles, newsletters, etc. on the seats). A tidy room shows that we care about people and are expecting them to come and worship.
2. Be stationed so that there is at least one usher at each entrance to the main auditorium (meeting room).
3. Help people with seating once the church begins to fill up. This may include asking people to move towards the centre rows and encouraging people to sit near the front. Keep aware of where the vacant seats are.
4. If the auditorium fills up, praise God then add extra chairs as necessary.
5. Look for people who seem to be nervous, unfamiliar to you, or are looking around. Approach them and initiate conversation. Provide helpful information (e.g. where are the toilets, childcare arrangements, Kids Church details, etc.) and ideally link them to a member of the congregation for on-going support.
6. As the service starts, close the doors to the auditorium. Remain at your door for at least 10 minutes to greet later arrivers (or if appropriate, until the children head out to Kids Church).
7. Find appropriate seats for latecomers. Remember: guests are sometimes late because they've never been to your church before and they don't know where to park and where to go.

After the Service:

1. As the service ends, open the doors to the auditorium.
2. Look out for any new people. Try to link them with other congregation members or a floater. Suggest they visit the welcome table.
3. Tidy up the auditorium and throw out any unwanted newsletters.

## **FLOATERS**

Responsibilities of the Floaters:

Prior to the Service:

1. Gather near the Greeters.
2. Constantly look for new people. Take the first step – approach them and initiate conversation. Be prepared to answer any questions they might have, or link them according to your local procedures (e.g. to the welcome table, to a member of the congregation, etc.).

After the Service:

1. Immediately seek out any guests you talked to earlier. Ask them how they found the service and answer any questions they might have. Before they leave, attempt to:
  - a. Tell them about any activities we have in the near future
  - b. Have them complete a contact card and hand it in.
  - c. If the church is offering a free gift, make arrangements for them to receive theirs.
  - d. Invite them to worship with us again next week!

## **WELCOME TABLE HOST (OR HOSTESS)**

Responsibilities of those serving at the welcome table:

Prior to the Service:

1. Make sure the welcome table area is clean and neat. Throw away any outdated material and re-stock.
2. Make sure you have pens, sign up sheets, new contact forms, etc. available (as appropriate).

After the Service:

1. Answer questions and assist in general anyone who may need your help.
2. Don't leave your station. If a guest needs to be escorted somewhere, ask another welcome team member for assistance.

3. Offer printed information. If materials or information is not available to answer their questions, offer to obtain an answer for them. Take their name, phone number and address, and pass on their request to the church administrator for action.
4. Remain at the table until everyone that may need your help has left the area.
5. Return any completed forms to the office and make sure that materials on the welcome table are displayed neatly before departing.

### **CAR PARK ATTENDERS**

Responsibilities of the Car Park Attenders:

1. Wear a high visibility vest.
2. Direct people to available car parks. Encourage regular attenders to park further away or off-site, to leave car parks for visitors, older people and parents with young children.
3. Greet everyone as they arrive.
4. If you see new people, you can help connect them with a regular family before they even get into church.



What is the main thing you want to remember from this session?

### **Newsletter and Church Announcement Bloopers**

- This afternoon there will be a meeting in the south and north end of the church. Children will be baptised at both ends.
- Tuesday at 5.00pm there will be an ice cream social. All the ladies giving milk, please come early.
- Thursday at 5.00pm there will be a meeting of the Little Mother's Club. All wishing to become little mothers will please meet with the minister in the study.
- This being Easter Sunday, we will ask Mrs Brown to come forward and lay an egg on the altar.
- The service will close with 'Little Drops of Water'. One of the men will start quietly and the rest of the congregation will join in.
- The ladies of the church have cast off clothing of every kind, and they can be seen in the church basement on Friday afternoon.
- On Sunday a special collection will be taken to defray the expense of the new carpet. All those wishing to do something on the carpet will please come forward and get a piece of paper.

## Section 4

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### Local variations

This course is intended as a generic guide for Welcome Teams. Since no two churches are the same, this section is designed as a checklist for your Welcome Team Leader to confirm your local variations.

#### ADMINISTRATION

1. **Team structure:** how is your team structured? Do you separate greeters and ushers? Who are the other members of the team?
2. **Commitment:** how often are team members expected to be rostered on?
3. **Rosters:** how does the roster system work? What do I do if I know I'm going to be away on a certain date? What do I do if I'm sick on the day I'm supposed to be rostered on?
4. **Team meetings:** when are your welcome team meetings?
5. **Emergency procedures:** what are the emergency procedures for your church and what is the role of the welcome team? Where are the exits? Where do people meet? Who checks for people in the toilets? Who calls emergency services (111)?
6. **Local policies:** are there any local policies the welcome team needs to be aware of (e.g. is food or drink allowed in the church; children on the stage, etc.)? For each policy, how is this to be handled by the team?

## PRE-SERVICE ORGANISATION

1. **Pre-service team meetings:** do you meet together before the service? How do team members hear of any special arrangements (e.g. helping with a special offering or a survey during the service)?
2. **Prayer:** is there a pre-service prayer meeting that team members are expected to attend?
3. **Structure:** how are your team members organised for a service? Do you have separate roles for greeters, ushers and welcome team members? Where do people stand? Whose role is it to talk to new people and obtain their contact details? How do you escalate an issue?
4. **Name tags:** do you use name tags? If so, where are they stored? Who retrieves them and puts them away? What is the process for visitors? What is the process for lost tags?
5. **Overflow:** if the church is full, how do you handle the overflow (e.g. where are spare chairs stored, and how are they arranged)
6. **Tithes & Offerings:** who takes up the offering? Is this part of the welcome team's role?
7. **Greeting:** while some people enjoy getting hugs from each other, most people are not receptive to this. A hand shake, smile and warm greeting are more appropriate. How do you expect people to be greeted?

8. **Dress Code:** your church will be committed to presenting a particular image to your community, so welcome team members are required to dress accordingly. What is the dress code for your team? The following table provides some ideas to help your explanation.

<b>Dress code</b>	<b>Semi-formal</b> <i>(what you wear to a business meeting)</i>	<b>Formal casual</b> <i>(what you wear to a nice restaurant)</i>	<b>Tidy casual</b> <i>(what you wear to a casual restaurant)</i>
<b>Men</b>	Salvation Army uniform, or <ul style="list-style-type: none"> <li>• Button up shirt</li> <li>• Trousers</li> <li>• Work shoes</li> </ul>	Salvation Army uniform, or <ul style="list-style-type: none"> <li>• Shirt with collar</li> <li>• Casual trousers or tidy jeans</li> <li>• Tidy shoes (no sneakers)</li> </ul>	Salvation Army witness wear, or <ul style="list-style-type: none"> <li>• T-shirt (no singlets, no slogans)</li> <li>• Tidy jeans or shorts</li> <li>• Shoes or sandals (no jandals)</li> </ul>
<b>Women</b>	Salvation Army uniform, or office work clothes	Salvation Army uniform, or <ul style="list-style-type: none"> <li>• Tidy top</li> <li>• Trousers, tidy jeans, or skirt (below knee)</li> <li>• No shorts, t-shirts with slogans or strappy tops</li> <li>• No revealing tops or skirts</li> </ul>	Salvation Army witness wear, or <ul style="list-style-type: none"> <li>• T-shirt (no singlets or strappy tops, no slogans)</li> <li>• Jeans or tidy shorts/dress/skirt</li> <li>• Shoes or sandals (no jandals)</li> <li>• No revealing tops or skirts</li> </ul>

### **I'm a Nice Visitor**

I never complain. I never create a scene. When I go to church, I never offer an objection if the welcomer leads me down the long aisle to the front seat, while all the members of the church crowd the back seats and fix their curious gaze on my embarrassed march. No, I just take my seat. I'm a nice visitor. I never growl aloud when I have to push by and walk over the feet of selfish church members who hog the aisle seats and would not move out of their favourite places if it meant the salvation of a soul. Oh no, I just sit down meekly. I'm the ideal church stranger. I never reprimand young people who sit behind me chewing gum, whispering and giggling. Oh no, I'm too polite for that.

At the close of the services as I walk toward the door, I never make a scene if nobody speaks to me or shakes my hand. No, they gather in little cliques and don't bother me. I'm the nice visitor to the church.

And I'll tell you what else I am - I'm the stranger who never comes back. That's my little revenge for not being welcomed. I know when I'm not wanted. I can sense when the church members are cliquish and unfriendly. I can tell when they lack interest in the spiritual welfare of the visitors. I, of course, am too cultured and nice to say anything. I just go to some other more friendly, more hospitable, and more spiritual church - or don't go to church at all. I wouldn't make a complaint - I'm a nice visitor. I just don't go back. And there are millions of us who could be reached by a little hospitality and warmth.

**Are you just a nice complacent church member, or are you genuinely concerned about the spiritual condition of a visitor?**

## SECTION 5

# How visitor ready is your church?

Consider the following checklist. How ready is your church for new people?

Stage	Questions for reflection
<b>1. Obtain information</b> 	<input type="checkbox"/> How easy is it for people to find out details of your services and what to expect when they get there? <input type="checkbox"/> Is your website inviting and up to date?
<b>2. Car park</b> 	<input type="checkbox"/> Is your car park clearly signposted? Is it obvious where new people should park? <input type="checkbox"/> Do your regulars leave the best parks for guests?
<b>3. Building</b> 	<input type="checkbox"/> How well signposted is your church? <input type="checkbox"/> When people arrive, is it obvious where to go? <input type="checkbox"/> Is your building dirty, uncluttered or smelly?
<b>4. Pre-service welcome</b> 	<input type="checkbox"/> Is your welcome team trained? <input type="checkbox"/> Is there an easily identifiable place to find out information (e.g. welcome table) <input type="checkbox"/> Do you have visitor materials available (e.g. welcome packs, contact cards, follow-up database)
<b>5. Service</b> 	<input type="checkbox"/> How visitor friendly is your service? Do all people speaking introduce themselves? Do you avoid jargon and explain what is happening? Are the topics relevant?
<b>6. Post-service</b> 	<input type="checkbox"/> How do you ensure no-one leaves without being spoken to? <input type="checkbox"/> What hospitality do you provide for new people? <input type="checkbox"/> How do you collect their contact details?
<b>7. Follow-up</b> 	<input type="checkbox"/> How do you follow up new people and show them they made a good choice to come to your corps?
<b>8. Integration</b>	<input type="checkbox"/> Do you follow a plan for integrating new people? <input type="checkbox"/> How would new people find out about your corps vision, mission, doctrines, meet the leaders, etc.?