

First Impressions Team — GREETERS WELCOME CENTRE ~ DRAFT #2

How important is this ministry?

BAC greeters are warm, smiling faces that make all who enter feel welcome and comfortable. For those who regularly attend and for those who are new, you help people feel that they are seen. For those who are searching for God and looking for answers, the church can be an intimidating place, and the first impression we give them could make all the difference in showing God's love!

Philosophy of ministry

It's easy to think that your ministry is simply "greeting" people as they come into the church — it's actually bigger than that. You help set the person's experience for worship. You represent how God welcomes them! You are opening God's arms to receive them. For those struggling with shame this is a very powerful moment! For those needing to feel wanted and included you call them to join us! You can be soothing for those who experienced stress that morning getting ready or even as they came to worship God. You set the tone.

Ministry requirements

- Review ministry description then fill out a ministry application form that can be found online at: www.bachurch.com/ministries/worship/
- Arrive 15 minutes before the service you have been scheduled for
- You may leave the desk as the service begins (usually during the first song)
- Return to the Welcome Centre during the last song of the service, and stay until the next greeter arrives (first service), or until the sanctuary is generally clear (15-20 minutes after the service for the second service or 10 am one service)
- We use Planning Centre Online in order to schedule people / teams. This also enables you to go online and put in your "blockout" dates for when you are unavailable.
- Please check your email for "invitations" for when you are scheduled. Printed copies are available upon request.

What do I do?

- The greeters at the Welcome Centre greet those who pass by, as well as answer questions, and welcome newcomers.
- Recognize if someone new / a visitor comes in. Many people come to a new place with fears about the unknown and whether or not they will be welcome.
- You can introduce yourself then use this simple tool, the acronym FEARS:
 - Family - "Tell me about your family..."
 - Employment - "What do you do for work?"
 - Association - "Who do you know here? Who are you connected to?", "How did you come to hear about us?"
 - Respond - "Do you have any questions I might be able to answer for you?"
 - Significance - Everyone wants to feel seen, welcome and significant. "We are so glad you are here with us today!" Leave them with a point of encouragement.
- Provide them with a Connections card to fill out, if they have not already (please bring these to the office before you leave, or drop them off in the office mailbox)
- If they have not already received a newcomer's gift, give them one (generally one per family, but use your discretion).
- Show them the ministry brochure, direct them to ministries that may be applicable to them.
- Invite them into the Welcome Hall to see the bulletin boards & have some coffee.

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- If they are new, try to connect them with a regular attender you see in the area and introduce them. This not only brings another person into their experience but can also free you to greet others who may be waiting to speak to you.

Time requirements

- You will be scheduled on a two week or a monthly rotation for either the 9:00 am service or the 10:45 am service (based on your preference).
- If you are unable to make the date you are scheduled, please make arrangements with other greeters on the team to switch or cover your scheduled date.