

tabernacle : penarth

purpose: to reflect God's love in our church,
community and world.

Street to Seat

Welcome policy document

Church Office

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At Tabernacle we place a high value on making people feel welcome. We only get one opportunity to make a first impression, so the initial experience someone gets when they arrive at the church is absolutely vital. Of course, the service itself and the friendly atmosphere people encounter during and after the service are also very important, but the people on the Welcome Team are some of the most important ministers in our church! Welcoming is not just a job that needs doing, but a key ministry in the life of Tabernacle.

Traditionally, greeters have met people at the door with a handshake and then directed them up the stairs. Because the route from the door to the chapel is not straight forward this can sometimes be a daunting moment for a visitor. Added to that is the challenge of finding a seat: where should they go? Are they sitting in someone else's seat? Do they need hymn books? What should they do about children and babies? The whole process of visiting a church for the first time can be quite hard for people, and this is what makes welcoming such a key area of ministry.

"Street to Seat" reflects the importance of good welcoming by stressing that welcome is not just greeting someone at the door, but rather making the getting from the front door to a seat in the chapel as easy as possible. It also emphasises how important it is to seat a visitor near someone who is going to be friendly and helpful, and making sure that they are looked after at the end of the service and invited back again.

This policy document sets out the key features and standards of good practice for welcoming visitors. Of course, regular members also need to be made to feel welcome and at home!

God bless you

Roger Grafton

Welcome Team Responsibilities

Arrive in plenty of time. You should arrive at church by 10.10 for a morning duty and 5.40 for an evening duty. This means that you will be in place to welcome people as soon as they start to arrive.

Identify yourself. Wearing a welcome steward's badge will allow people to see what your role is. Make sure you put the badge on before people start to arrive. (They are on a hook next to the lift by the fire extinguisher.)

Make sure you have welcome booklets and 'Get Connected' cards to hand. These are given to people who haven't been before. They can be found on the desk in the foyer or in the various leaflet racks.

SMILE! As welcome steward's you may very well be the first people from Tabs that visitors will have met so that first impression is down to you!

As people arrive greet them and **if** you don't know them, introduce yourself and ask them if they are a visitor.

If they are a visitor **take them into the sanctuary and escort them to a seat.** Give them a welcome booklet and a 'Get Connected' card.

Introduce them to the person they are sat next to and ask that person to look after them through the service.

If they have children with them, try to sit them near a family with children of a similar age. Explain that we have Sunday school groups and that you would be happy to help them get to the right group if the children want to go.

Remain on duty in the foyer for 10 minutes after the service starts. There are always people who arrive after the service has started so remaining on duty for the extra 10 minutes will enable you to greet them as well and make them comfortable if they are visitors.