



goodly

WELCOME TEAM

We want people to step into a **WARM**  
**RELAXED** environment.  
**WELCOMING**

→ But also keep an eye on security!

# WELCOME TEAM

1. Parking heroes
2. Greeters
3. Hosts
4. Question desk
5. Follow up
6. Point person

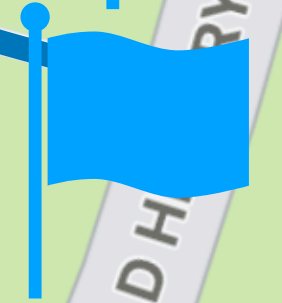
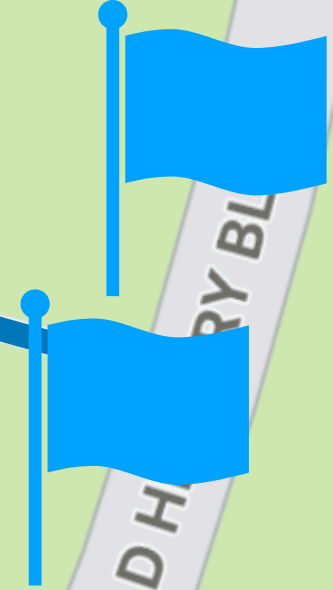


Christ Church


Christ Church YMCA

OLD HERRY BL


WINDYPINE DR



# GREETERS

1. **OPEN** door
2. Bright **SMILE** and **EYE CONTACT**
3. “Welcome to Goodly!”
4. Anticipate and meet potential **NEEDS**
5. Observe and feed  to point person

# HOSTS

1. On the **LOOK OUT** for guests
2. Help find restrooms, children's check-in and seats
3. There to answer any questions
4. Bright, present and **PRO-ACTIVE**
5. Observe and feed  to point person

# QUESTION DESK

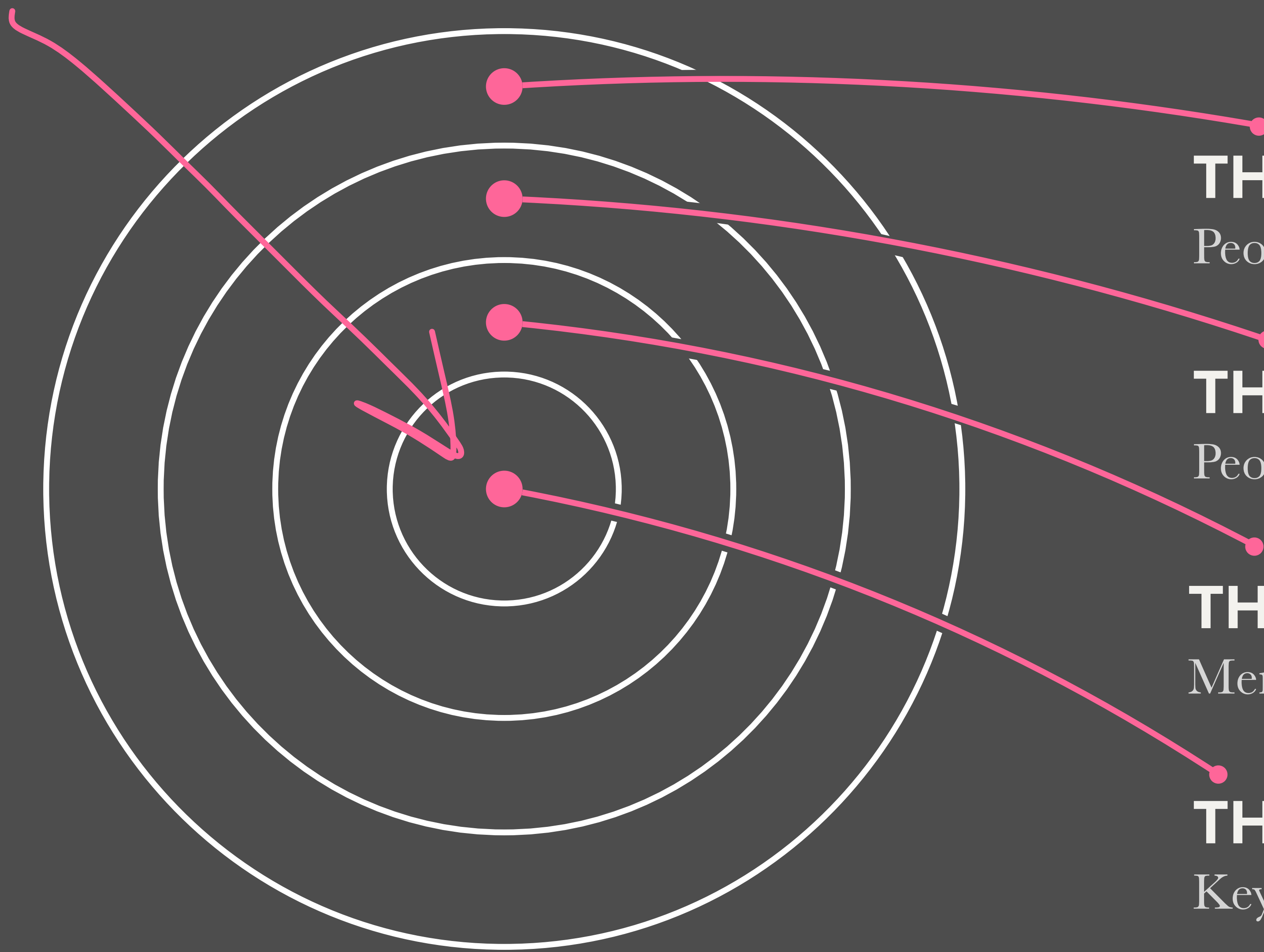
1. At end of service
2. Answer questions
3. Help people with Church Center app
4. Directions

# FOLLOW UP

1. QR code during the service
2. Follow the **WORKFLOW**
3. You are their person until workflow finishes
4. Support the journey from first guest toward the core



● **FIRST TIME GUEST**



**THE COMMUNITY**  
People who attend occasionally

**THE CROWD**  
People who attend weekly

**THE CONGREGATION**  
Members of the church

**THE CORE**  
Key lay-leaders

# POINT PERSON

1. **TRIAGE** things we need to be aware of
2. **TROUBLE-SHOOT** small things, outsourcing big things
3. One person who knows all

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# ETIQUETTE

1. We are communicating all of the time
2. Be present with who you are **WITH** instead of looking for the next person
3. Please **DON'T** be on your phone\*
4. Don't get in conversations with people you **ALREADY** know
5. Be welcoming even when you're not on duty!

# THE POWER OF QUESTIONS

1. **AVOID** questions like:

- “Are you married?”
- “Are you single?”
- “Do you have kids?”
- “Where do you currently go to church?”

# THE POWER OF QUESTIONS

2. **ASK** questions like:

- “Are you meeting people here?”
- “How did you learn about us?”

# TRAUMA-INFORMED CARE

1. Don't automatically **TOUCH** people
2. Watch your **SPACE**
3. Pay attention to what's going on **INSIDE** of you
4. Watch for **RACIAL** insensitivities - especially well meaning efforts to *not* be insensitive!