

WHAT DOES A WELCOMER DO?

1 Pray

Our ministry will come to nothing if it's not rooted in prayer.

2 Be unconditional

- It's not about bums on seats. It's about showing people that we're glad they are here and that we care.
- Everyone, not just new people. And of whatever age, background, gender...

3 Be friendly

- Be kind. Just be nice to people. Don't be weird.
- Never say "are you new?" Try "I don't think we've met before..."
- Remember names – this is so important there is a separate sheet of notes on this!
- Keep an eye out for people on their own.
- Say hello even when not on duty.
- Keep it real – if you mess up (which we all do), just smile and apologise. Be friendly.

4 Listen

- People feel valued when they are listened to.
- Remember any details as much as you can. Make a note if that helps.

5 Don't overwhelm

- Don't point them to everything going on in St Michael's – it's too much. Ultimate aim to get people into a life group (or Alpha), where they can find out more.
- Don't fling your arms round people... unless you know them and it's OK.

6 Share some information that might be needed

- There's loads of practical info that we might need to share. See role descriptions or ask your team leader.

7 Introduce new people to others

- The more links with others that people have the more likely they are to come back. Say things like "Let me introduce you to... and they will be able to show you which book to use" or whatever. It also frees us up to carry on welcoming.

8 Work as part of a team

- If we don't know something, someone else will.
- Team leaders at each of our Sunday meetings: Alex at 9.00, Vicky at 10.30 and Jean at 6.30.
- Whole congregation is a team of welcomers. So we will be called the hosting team.

It all boils down to:

People remember how you make them feel

If people don't feel loved and accepted, they won't come back. So, as important as remembering names is, if you forget, apologise, laugh at yourself and get this person a coffee, the chances are they will still feel welcomed, loved and accepted.

However simple our interaction, God is involved in all this. So – back to no 1 – **keep praying**.