

SERVING GUIDE - Welcoming to Church



WAGGAWAGGA
EVANGELICAL CHURCH

There are a number of roles within the WWEC Welcome team. Some roles are completed by all Welcome team members, others are assigned to specific members of the team.

Welcome Team Role		Who completes role
1	Registration*	assigned Welcome team members
2	Ushering*	assigned Welcome team members
3	Welcoming throughout service	All Welcome team members
4	Welcome table manager	One Welcome team member
5	C&C card follow up	All Welcome team members (team members can opt out) See separate <i>Serving Guide - C&C Welcome Team Follow Up</i>

* all Welcome team members are assigned to either Registration (rego) OR Ushering. Members are scheduled to this task within the WWEC roster.

ROLE 1: REGISTRATION

Prior to the Service (30 min before)

- Set up the Registration table outside the entrance to the hall. Ensure the attendance sheets, Care & Connect (C&C) cards and hand sanitiser are on the table. Ensure the A Frame sign is up.
- Put on the Welcome team lanyards (these are to ensure new people know who is on the Welcome team)
- Assist (as/if needed) the ushers to set up tables inside as time permits.
- As people arrive warmly introduce yourself and greet them. For:
 - Regulars: tick for attendance
 - Others (not on list):
 - These include one-off visitors to WWEC, first time visitors checking out WWEC, or might be repeat visitors who want to make WWEC their church.
 - Simply keep a tally on the final page of the roll of how many visitors (adults & children) attended. You do NOT need to get any names or contact details.
 - IF the person seems to be a repeat visitor, or indicates they'd like to be included on the roll offer them a C&C card for their details and tick the box "Update my details".
 - Visitors with children - let them know that the ushers can help them complete a rego form for their kids if they would like their children to attend kids church during the service.

- If there is not a long line of people waiting to register take the time to chat with those arriving, helping them feel relaxed and welcome.
- Direct people through into the hall to the Welcoming team ushers.
- Remain at the rego table until the service leader starts their welcome to church to allow for late comers.

ROLE 2: USHERING

Prior to the Service (30 min before)

- Set up the Welcome table to the right of the morning tea station. The items for the Welcome table are located in the Welcome table storage box. Please refer to the photo within the Welcome table storage box of how to set the table up (to ensure consistency each week). Ensure the table has on it;
 - Navy Tablecloth
 - Green mailbox
 - Welcome Packs
 - Care and Connect (C&C) cards
 - Pens
 - Clipboards with Kids Church registration forms
 - 'WVEC' decorative wording
- Set up the table inside the entrance to the hall. Ensure this table has on it;
 - Black tablecloth
 - Spare Sunday Service outlines
 - Mission partnership information
 - Event information
 - Red Toolbox
- Fold service outlines (if this is not already completed) & collate with sermon note insert
- Put on the Welcome Team Lanyards (these are so new people can identify members of the Welcome team)

Prior to the Service (10-15 min before)

- Stand inside the hall entrance and warmly greet and introduce yourself to people as they enter (especially if they're new to you).
- Hand out the Service Outlines.

For new people

- If people have children;

- Ask them if they would like them to go to kids church. We recommend this for Preschool to Year 5. (Tell parents about the 'Listen and Play' room for parents/babies, and Youth Church for Year 6-9).
- If Yes - give them a clipboard (with Kids Church Rego form). Ask them to take it to their seats and fill out and then give to the Kids Church Leaders when Kids are told to meet up the back for Kids church during the service.
- Tell them the service leader will tell everyone when kids church begins - at this time take your children outside the front entrance and meet the kids church leaders and give them the form.
- If people would like tea/coffee, lead them to the morning tea station where they will be served.
- Point out toilets if needed.
- Where there is opportunity warmly introduce yourself and begin a conversation. Provide a Care & Connect (C&C) card and offer to complete it for them or provide a pen. Guide them to the Welcome table to give them a Welcome pack.
- One of the key roles as an usher is to make connections between new people you are ushering and regular WWEC members. For new people you may want to take them to some seats near a regular WWEC member; make the introductions and then return to the entrance to continue ushering.

ROLE 3: WELCOMING THROUGHOUT SERVICE - ALL WELCOME TEAM MEMBERS

Before the service

- After completing the Rego and Usher responsibilities look for new/isolated people sitting in the congregation and sit near them.

During the service

- In the break find any new/isolated people, start a conversation and try to get to know them.

After the service

- Find new people, start a conversation and try to get to know them.
- Ask if they would like to complete a C&C card to give the feedback and their details. You may offer to complete it for them (or let them complete it themselves). People can either give you the C&C or direct them to place it in the Green mailbox on the Welcome table.
- Where appropriate guide them to the Welcome table at the back of church or go get a Welcome pack and give it to them.
- If you notice resources on the Welcome table need replacing please text/speak to the Welcome Table Manager.

ROLE 4: WELCOME TABLE MANAGER

One of the Welcome team is responsible for this task.

The Welcome table manager is responsible for ensuring;

- Adequate resources are within the Welcome table storage box including;
 - Welcome Packs
 - Care and Connect (C&C) cards
 - Pens
 - Clipboards with Kids registration forms
- The Welcome Pack content is accurate and updated as required (seeking assistance from the WVEC Administration and Communication team as required).

ROLE 5: C&C CARD FOLLOW UP

Please refer to additional ***Serving Guide - C&C Welcome Team Follow up.***