

Top 8 Expectations of the First Impressions Team

1. People over signs

Let us never try to make a sign do what a person could do so much better. When someone comes to our church, they don't want their first few steps to be directed by a slick looking sign, they are looking for people. Because people make up the church. Whenever we put a sign out, we should always have a plan to put a person with that sign within 30 days. Every sign has a person is the motto.

2. Assumption is our greatest enemy

Because we love our church and we get really accustomed to the way of things, we can easily fall into the trap of assuming that everyone knows what we know. Truth is, they don't and it is awkward walking into an environment full of assumptions. Do not assume anything. Do not assume they know where to go. Do not assume they know where the bathrooms are. Do not assume they know what time the service started. Do not assume they know where to take their kids. Assumption is our greatest enemy.

3. Prioritize coverage over convenience

Coverage as greeters is the top priority. Even when we want to be close to our friends or within the confines of the building, coverage is the goal. This means that we spread out as greeters. We go to where the people will be. 5 greeters with great coverage, is better than 15 greeters in a huddle.

4. No Lanyard, No Greeting

Attending a new environment is already tough. Our guest need the ability to identify who they can approach very easily. Every greeter wears a lanyard. Every worker must be identified.

5. Know the foundation

You don't have to know a ton of theology. But you need to know our culture. Our culture is laid out in our foundation. Knowing this will help motivate you for more.

6. It's always someone's first time

We treat every guest as if they are family. But not like immediate family that we don't like. We treat them like new family. Like a newborn child or a newly married sister-in-law that is actually normal. But we should never treat people as though we were not expecting them. It is always someone's first time.

7. Focus Kids Starts With You

If you don't excite the kids first, they won't want to go to Focus Kids. You are the kids first impression of how this day is going to be like. If you can start to make them comfortable around this new environment, then you are helping the kids environments improve substantially.

8. Don't let them miss more of the service than necessary

The tendency becomes to start having some great conversation and forget that they came to check out a church service. Be sure to never leave them wondering how the church service started because they stopped to talk with you. It is always good to talk and walk at the same time.

Top 5 Questions To Ask A FTG (First Time Guest)

1. How Did You Hear About The Church?
2. Have you met our pastor?
3. Have you attended party with the pastor?
4. Do you have any questions about the church?
5. Would you be comfortable sitting with me today?

Logistics

Every greeter needs to be in planning center and scheduled a month out.

Every greeter needs to report an hour before each service.

Every greeter needs to know where they need to be stationed.

Every greeter needs to wear a lanyard.

Every greeter needs to intentionally sit with someone they met on their way in.

Every greeter needs to be outside greeting until 15 minutes after the service starts.

Every greeter needs to be outside greeting 30 minutes before the service begins.

Every greeter needs to make mental notes of people they connected with and report them to their leader.