

# LIFT

## Ministry Group September Resource

### First Impressions

Regardless of the size of your church, first impressions are important.

**What impression does your church give off to first time visitors?**

### Hospitality

According to 1 Peter 4:9-10, God instructs us to demonstrate hospitality without complaint or grumbling. In this way we are faithfully stewarding God's grace through serving others.

**How would you rate your church on the hospitality scale?**

### Decor

Is your foyer ugly? I know that sounds like a funny question, however many people judge what they are stepping into, literally by what they are stepping into.

**Is decor part of your hospitality planning? Why or why not?**



## Shop Talk

What are some ways you can easily and affordably increase the hospitality at your church?

- Station friendly, courteous people at the main entrance to welcome guests attending your services.
- Make sure that rooms are well marked, especially those areas frequented by visitors including the sanctuary, rest rooms, nursery and kid's church area.
- Welcome your guests from the pulpit, but remember people like to be noticed, not pointed out.
- Make sure that your church is clean, especially your sanctuary, rest rooms and kid's church areas.
- Take care of their kids. If you offer kids church, make sure that parents are greeted and introduced to their child's teacher. Discuss where to pick them up after service. If you do not offer kid's church, you could provide a small snack and coloring pages to parents to help occupy their kids during service.

## Before the visit

Truth be told, some people never make it past your website to enter the doors of your church. .

Here are some practical ways to make sure that people feel welcome at your church before arriving at your physical location.

- Make sure your address is posted prominently on your building or sign. People navigate by GPS and finding you is key to feeling welcome.
- Make sure dates, service times and phone numbers are correct on your outdoor signs, Google listings, website and social media pages.
- Your website is a gateway into your church. Put vital information right up front: service times, address and contact information.
- Have a frequently asked questions page. You can answer questions before they arrive about dress, parking and accessibility concerns.

## Minister's Conference

Oct. 23-24

Guest Speaker: Tim Dilena  
Times Square Church

Location: Connection Point  
Church, West Lafayette, IN.

Register: [www.indianaag.org](http://www.indianaag.org)

**What do you like most about  
Minister's Conference?**

- Be sure that upcoming events and announcements are clearly communicated via the church bulletin, slide show, or digital media both prior to and following services.
- Many churches provide first time visitors with a gift as a “thank you” for attending. This could be as simple as blessing them with a bottle of water as a welcoming gesture.
- Hospitality 101- Tell your face! Smiles communicate louder than words. Also, not everyone is a hugger. You can be welcoming without invading people's personal space.
- **Take a few minutes and discuss other hospitality ideas you have implemented or seen that could be beneficial to a pastor of any size church?**



Hospitality transcends cultures and ethnicities. Here are some questions to discuss that may apply to your particular missional context.

- What are the do's and don'ts when you enter someone's home overseas?
- How do you respond when served food that you do not like?
- What does hospitality look like in your part of the world? Do you remove your shoes?
- What are the challenges as you enter an Indiana church for a service? Is it welcoming? Are you received well and taken care of?
- What does a church hosting you well look like?