

Hospitality Ministry Greeting

Everyone, member and visitor alike, should feel welcome as they enter Wake Forest Presbyterian Church. Greeters will be the first to encounter people who worship with us and are a very important support for the life of the church

The Hospitality team generally consists of the Greeters, Ushers, the Elder of the Week and Deacon of the Week. There should be sufficient Greeters to welcome worshipers and engage visitors. Greeters should be prepared to identify visitors, answer questions and identify others with whom visitors may be connected.

It is suggested that at the 9:00 am service, there be at least two (2) greeters at the door by the parking lot, and at least one (1) greeter to join the Elder of the Week at the door by the breezeway. It is suggested that at the 11:15 am service, there be at least two (2) greeters outside of door and one (1) greeter, as well as the Deacon of the Week in the Narthex. It is expected that there are three ushers for each service who may be called on to help with guiding and engaging as needed.

- Be at your station 30 minutes before the service starts and stay there at least 10 minutes after the service begins.
- Wear your nametag and attach the greeter tag.
- Before your time of service, familiarize yourself with ushers for the day, Elder and/or Deacon of the Day, children's programming, Sunday school offerings and other programming so that you can tell those who may ask or need direction.
- Place the Visitor Welcome Center where it is visible to anyone approaching. There are wooden rolling centers in the main Narthex and main lower entrance to the CLC that should serve as Welcome Centers. Each center should contain visitor nametags, pens, any church brochures and map of the church. In addition, there should be "Welcome Bags" that contain Church information as well as candies that should be handed to all first time visitors. First time visitors that have young children also should be given a Rhyme Time Bible as a gift from WFPC.
- Greet those you know by name. If you don't know someone, tell them your name and welcome and engage them in conversation. Watch body language that may indicate that someone is a visitor.
- Those who need guidance to a particular place in the church should be accompanied to that place. At the 9:00 am service, ushers may be called on take the folks to the breezeway where the EOW is stationed before and after the 9:00 AM service or may usher the folks to the needed place. For the 11:15 am service, the Deacon of the Week may be called on to help answer questions, direct and accompany visitors.
- If you recognize someone as a visitor or if someone approaches the Visitor Welcome Center:
 - Introduce yourself.
 - Offer each visitor a nametag to complete and wear.

- Engage in conversation of welcoming (Have you worshiped with us before? Are you new to the area? How did you hear about WFPC?)
- Provide each first time visitor a Welcome Bag and Rhyme Time Bible (if appropriate)
- Greet children at their eye-level
- Encourage parents of babies and toddlers 3 and under to take advantage of our wonderful nurseries. If parents choose to take their small children into worship, please let them know that they can hear the service in the narthex (from the sanctuary) or room beside kitchen (in the CLC) if their child gets restless or noisy.
- Show children where the worship bags are located
- Visitors with children should be briefed on the age-appropriate programs available for their children at that hour.
- If families are visiting for a baptism, let them know that the ushers have reserved seats for them. (Connect families with an usher.)
- As the service ends, greeters should be stationed at the doors to speak to worshipers:
 - After 9:00 am service, a greeter should be stationed by the parking lot doors, and a greeter and the Elder of the Week should be stationed by the breezeway doors.
 - After the 11:15 service, a greeter should be stationed at the emergency exit that opens to the parking lot and greeters should be stationed under the portico, along with the Elder and Deacon of the Week.
 - Wish worshipers a good week, invite visitors to return, answer any questions or connect worshipers to the Elder and/or Deacon of the week as needed.

Note:

There is a first aid kit in the kitchen and a diabetic kit under the coffee stand in the CLC. There is a first aid kit in the usher closet in the sanctuary, and a diabetic kit in the usher closet of the sanctuary and in the small chest by the front door in the narthex (labeled).