

Welcome Ministry

Ozark First Free Will Baptist Church Mission Statement

*Exalt the Savior,
Equip the Saint, and
Evangelize the Sinner.*

The Welcome Ministry of Ozark First Free Will Baptist exists to:

1. Exalt the Son of God, Jesus Christ, in the contact to visitors of Ozark First Free Will Baptist Church.
2. Create an atmosphere of warmth and welcome for the visitors.
3. Establish and develop a unified-team effort to welcome the visitors.
4. Introduce and encourage the visitors to make use of the Ozark First Free Will Baptist Church ministries.
5. Assist the visitor in involvement at Ozark First Free Will Baptist Church.

Is it a Job . . . Or is it a Ministry?

Some people have a JOB. Others involve themselves in a MINISTRY. What's the difference? If you are doing it just because no one else will, it is a JOB: if you are doing it to serve the Lord, it is a MINISTRY. If you are doing it just well enough to get by, it is a JOB: if you are doing it to the best of your ability, it is MINISTRY. If you quit because someone criticized you, it was a JOB: if you kept on serving, it is a MINISTRY. If you'll do it only so long as it doesn't interfere with your other activities, it is a JOB: if you're committed to staying with it, even when it means letting go of other things, it is a MINISTRY. If you quit because no one ever praised you or thanked you, it was a JOB: if you stay with it even though no one notices your effort, it is a MINISTRY. If you do it because someone else said it needs to be done, it is a JOB: if you do it because you think it needs to be done, it is a MINISTRY. It's hard to get excited about a JOB: it's almost impossible not to be excited about a MINISTRY. An average person does a JOB: a great and growing person is involved in a MINISTRY. If your concern is success, it's a JOB: if your concern is faithfulness, it's a MINISTRY. People will say, "Well done," when you do your JOB: the Lord will say, "Well Done", when you complete your MINISTRY.

Attitudes and Actions of a Greeter

The qualities of character in a Greeter should be that of the fruit of the Spirit.

Every Greeter will be giving the first impression to each member, attendee, and guest who attends this church, of the nature of Jesus Christ and the Ozark First Free Will Baptist Church. Therefore, it is of utmost importance that not only will the Greeter be friendly, sincere, warm, and welcoming, but also informative and showing forth the fruit of the Spirit in their life. We want people to know that we care for them and their family as we share the love, joy, peace, kindness, goodness, faithfulness, gentleness, and self-control of our Lord Jesus Christ. These are attitudes and actions that we look for in a Greeter at Ozark First Free Will Baptist Church.

Ten Commandments of Human Relationships

1. **Speak to people.** There is nothing as nice as a cheerful word of greeting.
2. **Smile at people.** It takes 72 muscles to frown and only 14 to smile.
3. **Call people by name.** The sweetest music to many ears is the sound of one's own name.
4. **Be friendly and helpful.** If you want friends, be friendly.
5. **Be cordial.** Speak and act as though everything you do is pleasurable.
6. **Have a genuine interest in people.** People like to be noticed and appreciated.
7. **Be generous with praise, be cautious with criticism.** Overcome them with goodness.
8. **Be considerate of the feelings of others.** Try walking in their shoes.
9. **Be thoughtful of the opinions of others.** Respect their viewpoints.
10. **Be alert to give service.** What counts most in life is what we do for others.

I'm a Nice Stranger

I never complain. I never create a scene. When I go to church, I never offer an objection if the usher leads me down the long aisle to the front seat, while all the members of the church crowd the back seats and fix their curious gaze on my embarrassed march. No, I just take my seat. I'm a nice visitor. I never growl aloud when I have to push by and walk over the feet of selfish church members who hog the aisle seats and would not move out of their favorite places if it meant the salvation of a soul. Oh no, I just sit down meekly. I'm the ideal church stranger. I never reprimand young people who sit behind me chewing gum, whispering and giggling. Oh no, I'm too polite for that.

At the close of the services as I walk toward the door, I never make a scene if nobody speaks to me or shakes my hand. No, they gather in little cliques and don't bother me. I'm the nice visitor to the church.

And I'll tell you what else I am—I'm the stranger who never comes back. That's my little revenge for not being welcomed. I know when I'm not wanted. I can sense when the church members are

cliquish and unfriendly. I can tell when they lack interest in the spiritual welfare of the visitors. I, of course, am too cultured and too nice to say anything. I just go to some other more friendly, more hospitable, and more spiritual church—or don't go to church at all. I wouldn't make a complaint—I'm a nice visitor. I just don't go back. And there are millions of us who could be reached by a little hospitality and warmth. Are you just a nice complacent church member, or are you genuinely concerned about the spiritual condition of a stranger and visitor?



Welcome Ministry

General Responsibilities

1. Be in prayer for the church family and visitors.
2. Be familiar with the church facilities as to directions to Sunday school rooms, nursery and preschool rooms, children's church, youth church, worship area, Information Center, restrooms, gym, fellowship hall, etc. Also, know the names of the teachers and ministry leaders, and introduce the visitors.
3. Be available for special services such as revivals, special concerts, outreaches, etc.
4. Be available to assist in emergency situations. Direct medical or other problems to the Head Usher or assistant, who will contact the appropriate people to respond to the situation or need.
5. Attend Welcome Ministry meetings as scheduled to ensure that you are informed and have input to the success of the ministry.
6. Minister under the direction of the Welcome Ministry Director or in their absence, the assistant.

Welcome Ministry Director

1. Ushers will give the Welcome Ministry Director the visitor response slips immediately following the offering. Welcome Ministry Director will make copies of visitor response slips and leave at the Information Center for the following to pick up immediately following the service:
 - a. Sunday school teacher (*Refer to the Adult Sunday School Teacher section below.)
 - b. Outreach Director
 - c. Church Secretary (will also pick up originals for Pastor)
 - d. Pastor - Original response slips are placed in folder outside his office.
 - e. Church Staff
2. Schedule and ensure that all Greeters, Sanctuary Greeters, and Information Center host(ess) are present and fill vacancies as necessary. Keep updated schedules at Information Center.
3. Oversee and coordinate all aspects of the Greeters, Sanctuary Greeters, and Information Center, including, but not limited to scheduling, supplies, training, etc.
4. Coordinate with the Pastor to accompany and assist guest speakers from the time they arrive until the time they leave, including, but not limited to coordinating travel and hotel arrangements as necessary, welcoming them upon their arrival, providing nametags, introducing them to the appropriate pastoral staff and ministry leaders, coordinating audio/visual needs, asking them to sit with you for worship service, fellowships, etc.

Welcome Ministry Assistant

Responsibilities

1. Same as Welcome Ministry Director.
2. Assumes Welcome Ministry Director position in his/her absence.

Greeters

Locations – Sunday Morning and Evening

Glass Foyer
Main Stairway
Handicapped Entrance

Locations – Wednesday Evening

Glass Foyer
Fellowship Hall Entrance

(If Service is in the Sanctuary)

Glass Foyer
Main Stairway
Handicapped Entrance

Responsibilities

1. Be aware of the Greeters schedule and be present when you are scheduled. If you are unable to be present, inform Welcome Ministry Director as soon as possible so your vacancy can be filled prior to the service or special service. Updated schedules will be available at the Information Center.
2. Two people will be assigned to each location to allow for one person to take visitors to classes or assist others as appropriate.
3. Dress appropriately and wear nametag.
4. Be at your place of ministry 20 minutes prior to start time of Sunday school, service, or activity.
5. Open door, welcome all with a smile, shake their hand, give them a bulletin. If a member, address them by first name if possible. If you don't remember their first name, don't be afraid to ask.
6. If raining, assist with umbrellas for members and visitors entering church. DO NOT put yourself in danger by assisting someone.

Visitors

1. Introduce yourself.

2. Ask if they are looking for someone special/if someone invited them to attend and direct them to the location of those individuals.
3. Give the visitors a visitor packet and pen with instructions to complete the visitor response slip in the bulletin and place in the offering plate – one packet per family. Be sure a new bulletin is in the packet.
4. **Sunday School**
One of the Greeters will accompany the visitors to their Sunday school class and introduce them to the Sunday school teacher. If they have children, take them to the children's classes first so they will know where their children are and introduce them to their children's Sunday school teacher. (Someone from the Sunday school class should accompany the visitors from class to the sanctuary and introduce them to the Usher for the section in which they would like to sit. The Usher will introduce the visitors to the Sanctuary Greeters. The visitors may sit with the Sunday school representative after the introductions.)

Worship Service

One of the Greeters will go with the visitors to the sanctuary and introduce them to the Usher for the section where they would like to sit. (The Ushers will introduce the visitors to the Sanctuary Greeter who will already have people in mind to sit visitors with that will make them feel welcome [with another senior couple, couple with children, Sanctuary Greeter, etc. as appropriate]. DO NOT parade the visitors to their seat or make them step in front of members already seated [ask the members to move to allow space if necessary].)

Wednesday Evening Service

1. One of the Greeters will accompany the visitors to the fellowship hall and introduce them to the teacher. If they have children, take them to the children's classes first so they will know where their children are and introduce them to their children's teachers. Ask the visitors to sit with you or find a Sanctuary Greeter to sit them with. If Sanctuary Greeter is available, you do not have to follow through with 2 – 7.
2. Ask visitors about their family and inform them of the classes/activities available to them.
3. Ask visitors if they have any needs that they would like for you to pray for.
4. Introduce visitors to at least two other people.
5. Get their visitor response slip and give it to the Welcome Ministry Director.
6. At the end of the service, stay with visitors and introduce them to the Pastor.
7. Pray for the visitors in your section the week of their visit.

Sanctuary Greeters

Responsibilities

1. To assist with ensuring consistency in record keeping of members/regular attendees, this position is not rotated. If you are unable to be present, inform Welcome Ministry Director as soon as possible so your vacancy can be filled prior to the service or special service.
2. Dress appropriately and wear nametag.
3. Obtain copy of weekly member/regular attendee list from Information Center.
4. Sit at end of row and at the back of your section so that you can be aware of the needs of those in your area and will not disturb others if you need to get up and give assistance.
5. Note members in attendance on member/regular attendee list. Glance around sanctuary to notice if someone is sitting in a different location before marking them absent. Note that some may be in choir, nursery, etc.
6. Following the service, return the member/regular attendee list to the Information Center. (On Tuesday, the Church Secretary will send a card to those not in attendance.)
7. Be aware of needs of members and visitors at all times and offer assistance as appropriate. Ushers will be available to assist you as appropriate.

Visitors

1. Once the Usher has introduced the visitors to you, you should have people in mind to sit visitors with that will make them feel welcome (with another senior couple, couple with children, Sanctuary Greeter, etc. as appropriate). DO NOT parade the visitors to their seat or make them step in front of members already seated (ask the members to move to allow space if necessary). Be available for visitors to sit with you and your family. Move to the inside of your row and allow the visitor to sit on the end. Do not make the visitor step in front of you.
2. If visitors arrive late, the Usher sitting/standing at the main sanctuary door will be responsible for assisting them with finding a seat and getting them a visitor packet, pen, and instructions, but please go to the visitor and introduce yourself as soon as appropriate.
3. Ask visitors about their family and inform them of the classes/activities available to them.
4. Ask visitors if they have any needs that they would like for you to pray for.
5. Introduce visitors to at least two other people.
6. At the end of the service, stay with visitors and introduce them to the Pastor.
7. Pray for the visitors in your section the week of their visit.

8. On Wednesday evenings, by available to have visitors sit with you and follow through with numbers 3 – 7 above. Also, get their visitor response slip and give it to the Welcome Ministry Director.

Information Center Host(ess)

The Information Center is to provide a central location in the church for information to members and regular attendees and will be a vital link. It will be located by the main entrance on the first floor and available 20 minutes prior and after any service or special event.

1. Be aware of the host(ess) schedule and be present when you are scheduled. If you are unable to be present, inform Welcome Ministry Director as soon as possible so your vacancy can be filled prior to the service or special service. Updated schedules will be available at the Information Center.
2. Dress appropriately and wear nametag.
3. Be at your place of ministry 20 minutes prior to start time of Sunday school, service, or activity.
4. Seasonal decorating of the center will be by the host(ess) and Welcome Ministry Director.
5. The following supplies will be kept at the center: visitor packets, member packets, pens, pads, bulletins, updated Welcome Ministry schedules, updated member/regular attendee lists, etc.
6. Map of the church will be laminated and kept at the Information Center for reference on directions to restrooms, water fountains, and classrooms.
7. Host(ess) will keep informed: pick-up a bulletin for that week, event, or program, and read to be informed of what is happening now and for the week. Keep a schedule of services handy at the center. Sunday school teachers, pastoral staff, and ministry leaders will be responsible for keeping Welcome Ministry Director and/or host(ess) informed.
8. Look for visitors to welcome—go to them! Look for the visitor's packet, which would indicate a visitor.
9. Always wear a friendly smile—make the center a warm and pleasant place as you would you home and treat guests just as you would as if they were visiting your own home.

PROCEDURE FOR COORDINATION WITH OTHER MINISTRIES AND CHURCH/PASTORAL STAFF

Ushers

1. Once the Greeter has introduced the visitors to the Usher, the Usher should introduce the visitors to the Sanctuary Greeter. The Sanctuary Greeter will have people in mind to sit visitors with that will make them feel welcome (with another senior couple, couple with children, Sanctuary Greeter, etc. as appropriate). **DO NOT** parade the visitors to their seat or make them step in front of members already seated (ask the members to move to allow space if necessary).
2. Confirm that they have a visitor packet and pen with instructions to complete the visitor response slip in the bulletin and place in the offering plate – one packet per family. Keep extra visitor packets where they can be easily obtained if necessary.
3. If visitors arrive late, assist them with finding an open seat in your area and ask members to move if necessary. Give the visitor a visitor packet and pen with instructions to complete the visitor response slip in the bulletin and place it in the offering plate.
4. Give Welcome Ministry Director visitor response slips after the offering so copies can be made and distributed to Sunday school teachers after service.

Adult Sunday School Teacher/Care Group Leader

1. Ensure that someone (This is the responsibility of the Secretary if they are available.) from the Sunday school class accompanies the visitors from class (to their children's class if necessary) to the sanctuary and introduce them to the Usher for the section in which they would like to sit. The visitors may sit with the Sunday school representative after the introductions.
2. *If visitor attended Sunday school, the assigned Care Group Leader will contact the visitor that week. If the visitor did not attend Sunday school, the Teacher will call the prospects on Sunday afternoon between 4:30 – 5:00 PM.
 - a) Thank them for attending Sunday school and/or the service.
 - b) Welcome them back. Be prepared to give them the service schedules.
 - c) Ask about their family and inform them of the classes/activities available to them.
 - d) Ask if they have any needs that they would like for you to pray for.
 - e) Pray for the visitors the week of their visit.

Pastor/Staff

If a prospect, on Sunday afternoon between 4:30 - 5:00 PM or Monday night at 6:30 PM, the Pastor or staff will make home visit or call visitor.

Church Secretary

1. On Sunday morning, have four copies of the member/regular attendee list at the Information Center for the Sanctuary Greeters to pick up.
2. On Tuesday, pick up the marked attendee lists and visitor response slips (office copy and originals to give to the Pastor) from the Information Center and mail letters to visitors and to those members and regular attendees who were absent.

Sunday School Teachers, Pastoral/Church Staff, and Ministry Leaders

It is your responsibility to keep the Welcome Ministry Director and/or Information Center host(ess) informed of all upcoming activities. You are encouraged to leave handouts, maps, etc. of upcoming events for distribution to members, regular attendees, and visitors.

