

## Procedure for Visitor Table, Visitor Welcoming and Visitor Follow-up

**Thanks you, thank you, thank you! Providing hospitality shares the love of Christ.**

For questions, help or corrections, contact Irene Beattie, 258-8984 or irene@LimeCreek.us

Please let the assisting minister know when you arrive so they know someone is doing that ministry.

### **8:30 AM Visitor Table Attendant duties are:**

*Set-up Table\* (if needed) and Greeting & Registering* visitors before and after the service

### **11:00 AM Visitor Table Attendant duties are:**

*Greeting & Registering* visitors before and after the service, *Table Take Down\* (if needed)* and *Visitor Follow-up*

### **Special Service (one service only) Visitor Table Attendant duties are:**

*Set-up Table and Greeting & Registering* visitors before and after the service, *Table Take Down and Visitor Follow-up*

The table should be set up **at least 15 minutes** prior to the 1st or 8:30 AM service. It will remain up if there are multiple services. For each service please be available at the visitor table:

- at least **15 minutes prior** to each service.
- **15 minutes after each service** (or until most folks have left if the narthex if it empties earlier and it is clear there are no more visitors)

Please, if possible, stand when greeting visitors and move around to the side of the table (so you are open and welcoming and the table is not a barrier.)

### **Table Set-up \*** (needed occasionally, allow about 5 minutes for set-up)

- If there is no table already available, get a one from the closet and set-up. Place the table in the narthex near the main entry area so it is visible to the greeters.
- Get the table items from the workroom. If you face the computer they are in the lower left cabinet, on the back wall, top shelf in a plastic tub.
- Cover the table with the table cloth and set out the items
  - Sign
  - Guest Book
  - Registration Sheets on clip board
  - Pens
  - Visitors packets (white envelopes with a photo of Peace)
  - Small basket with candies

## Greeting and Registering Visitors

Mostly, the greeters send visitors your way, but if you see someone you think might be a visitor either ask them, or simply introduce yourself, and they will probably tell you. In any case smile, greet them again and welcome them. For all visitors find out if they are local or from out of town.

If the service is about to begin direct them to the sanctuary and encourage them to stop by after the service. Either before the service when there is time, or after the service:

- For *first time local visitors*, encourage them to *fill out the registration form* and include either phone number or email address and *give them a packet*. Place the completed form in the tote.
- For *out of town visitors* encourage them to sign the guest book.
- For *repeat visitors*, also encourage them to sign either the guest book or the registration sheets in the pews.

When possible introduce visitors to other Peace members in the area around the table.

\* Most of the time the visitor table remains up.

**Table Take Down\* after 11:00 AM Service** (if needed, most of the time leave it up unless you are directed to for special situations like floor waxing, etc.)

- Place the remaining items from the visitors table (including the tablecloth) back in the tote and put it back in the work room lower left cabinet in the back.

- Put the table in the cabinet

## Visitor Follow-up

- Make copies of the visitor registration sheets and two copies of any visitors in the guest book. (You will need this for visitor follow-up.)

- **Put the originals of the registration sheets and one copy of the visitors who signed the guest book in the church administrator's box in the message area.**

- **Keep your copies of the registration sheets and visitor pages, and take as many of Peace Calling Cards as you need to include in written notes.** (see rest of follow-up instructions)

Each first time or infrequent visitor should be thanked for worshipping with us. This should be done in a timely way, usually Sunday afternoon but if that isn't possible then Monday. (or the next day following special services.) Typically this should only take a few minutes, but no longer than than half an hour. Using the information you collected during Table Take Down, please follow-up:

- For people with *local phone numbers*, call them. Simply call them, introduce yourself and thank them for worshipping with us at Peace Lutheran. It is OK to leave a message if they don't answer.

- For people with *no phone number but they left an email address*, email them a short note, thanking them for worshipping with us.

- For *out of town visitors or those who only left an address* write them a brief handwritten thank-you note. Include a Peace Calling Card. If this horrifies you and you just don't ever write paper notes, please email the visitor's information (name & address) to Cyndi O'Rourke (she is in the Peace directory) and she will happily write and send the notes.

Use your own personality and good sense when making phone calls or writing email or handwritten notes. If you need ideas here are some samples.

### Sample phone:

Hello, my name is xxxxx from Peace Lutheran Church. Is (visitor's name(s)) available? I just wanted to thank you for worshipping with us this morning and see if you have any questions.

### Sample email.

(Visitor name) Thank you so much for worshipping with us at Peace Lutheran this week. It was good to have you join us. If you have questions please contact me or the church office. If you desire a visit, please contact the church office at 258-2293 or via email at [peaceaustin@sbcglobal.net](mailto:peaceaustin@sbcglobal.net). Also, more information about Peace Lutheran can be found on our website, [www.peaceaustin.org](http://www.peaceaustin.org) or on our FaceBook page, Peace Lutheran Austin, at [www.facebook.com/peacelutheranaustin..](http://www.facebook.com/peacelutheranaustin..) Blessings, (your name)

### Sample handwritten note text: (Please included Peace Calling Card)

Dear (visitor's name),

Thank you so much for worshipping with us at Peace Lutheran this week. If you have questions, please contact the church office at 512-258-2293 or via email at [peaceaustin@sbcglobal.net](mailto:peaceaustin@sbcglobal.net). We hope to see you again. As a congregation, we are committed to sharing Christ's love in the world.

Blessings, (Your Name.)

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