

St Matthew's Church - Welcome Team guidance

1. Welcoming is a reflection of God's loving welcome to us. It is a visitor's first encounter when they step into church, so our presence, warmth and attention will help them feel safe, welcome and able to engage with the service.
2. There are badges which we can wear (in a box in the cupboard by the door); some like to know we have this role.
3. We hand people the order of service with a big smile, but we can also notice if they need anything else:
 - a. new people with kids might need to know about groups. If so, it can be useful so take them to a parent/Kate.
 - b. sometimes newcomers find it helpful if we explain the layout of the church and show them where they can sit. It sounds obvious, but the different layout can throw someone coming for the 1st time.
 - c. if someone looks a bit down, this is a moment to show special care. Welcomers have been known to welcome with a much-needed hug if we know it's someone who welcomes this kind of physical contact.
4. Asking someone their name and introducing yourself is a nice way of welcoming. If you can still remember their name by the end of the service, it is useful, and kind!
5. At the end of the service we prioritise going to one of the new (or newish) people to see if they would like coffee/prayer/ministry/introduction to someone else.
6. It is good if we can collect names /details of newcomers so that they can be followed up. There are new "Welcome" postcards in a plastic wallet by the door to give out to anyone who has not been to St Matthew's before.
7. Other ways we can offer people to help them integrate: each term we have a post service coffee in the gallery with newcomers so that they can ask questions and so that they can get to know one or two more folks. It is good if we have a bring and share each term so that they can begin to integrate through sharing a meal together. Encouraging people to join a fellowship group is a good idea; and to see what their interests are.
8. Welcome team to meet twice a year to pray and chat.
9. Even when you are not 'on the rota' it is good to follow up a conversation on other weeks.

Thank you!