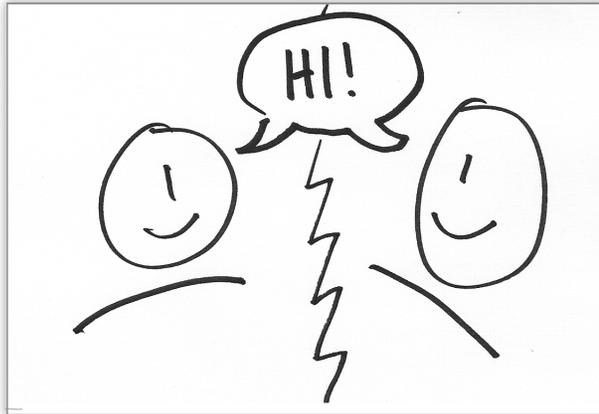


Visitor Ambassador



1. Virtual Introductions

Visitors can indicate online ahead of time they will visit, via "Let us know you will be coming, we'll meet you!" section of website.

Ambassador will contact them via email before hand to find out more about them and their visit.

Ambassador compiles a visitor packet of information relevant to them.



2. Make them feel at home

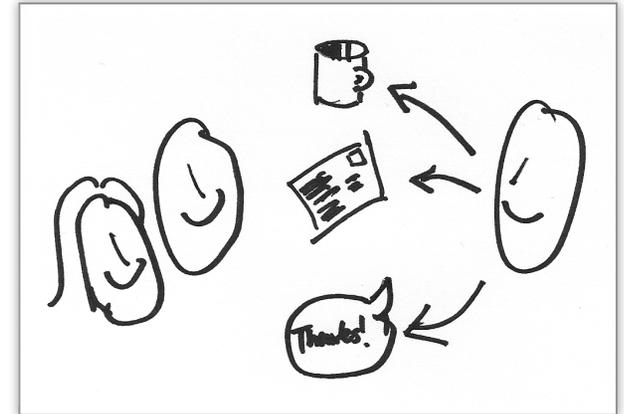
Ambassador meets them at the main entrance prepared to make their visit a great one.

Greets them by name, shakes each person's hand. Escorts them to take coats, get children settled, provides them the visitor packet.

Escorts them to the sanctuary. Introduces them to the people around them. Explain childrens moment if necessary.

Asks if they may meet them outside the doors after the service to get their children or to invite to coffee in the cafe.

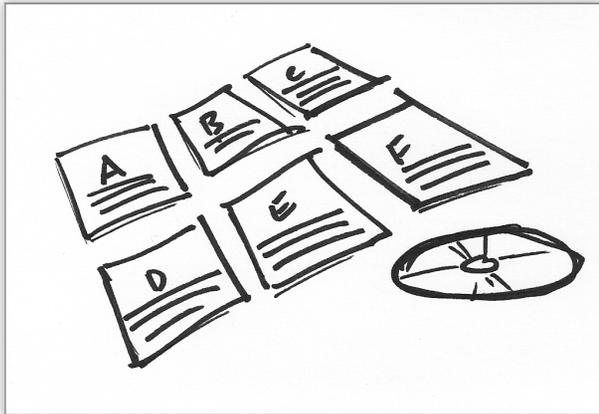
Has a quick chat in the cafe if wanted. Gives them a contact card if they have questions.



3. Follow-Up

Follow up with thank you and relevant opportunities and invitations

Modular Information Kit



1. Catalog of Available Information Cards

A series of information cards are designed and prepared to describe the major aspects of the community and the services they provide. Card topics might include:

What we believe.

Sunday Worship

Hope Chest Food Pantry

Preschool Program

Upward Basketball and Cheerleading

Youth

Music

Visitor Feedback Card

Name tag sheet

DVD overview of the church

Time-Sensitive Notifications

etc...



2. Assemble Set of Cards Customized for a Person

The Information Desk or the Visitor Ambassadors would be able to build a stack of these cards that are tailored to the visitors and their life stage and interests in the church.

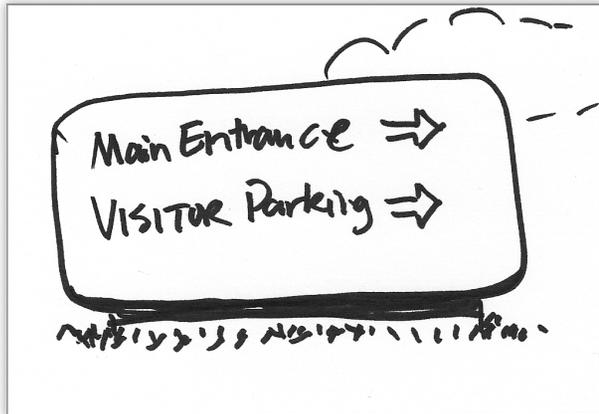
Card sets would be of a uniform size, shape and design so as to fit into a case specific to the cards.



3. Present Set to the Person

This Information Kit would be given to the visitor by their Ambassador, or could be built for a visitor by the information booth team as needed.

Enhance Visitor Navigation



1. Getting In

The parking lot signage would be upgraded so that a visitor knows that there are specific parking spaces reserved for Visitors.

Reserved spots would have signs that are visible from many feet away.

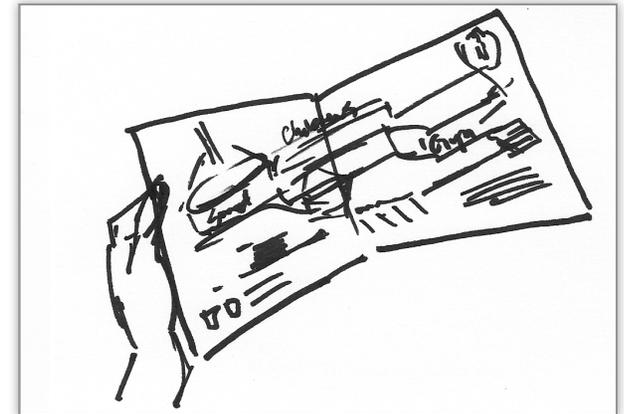


2. Getting Around

Once in the building, the signage needs to be configured so that major areas are designated as districts in the building for easier identification.

Sanctuary
Children
Youth
Cafe
Community Life Center
Small Groups Rooms
Hope Chest

Signage to these major areas should be visible above the crowds and not on the walls where they can not be seen until you are right on them.



3. Finding Where to Go

A visitor-centric map should be produced that does not include every room in the church but is focused more on the districts and the landmarks to aid in navigation.

Elements to include are:

Entrances/exits
Restrooms
Information Desks

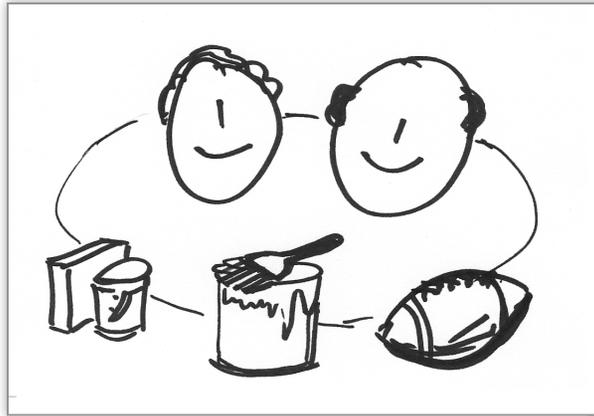
Service Mentoring Program



1. Match making

Information is collected through a variety of methods for interested visitors and new members.

The newer people are then matched with an experienced person in the community that may have similar background or interests.



2. Connection Through Service

The mentor would help guide and connect the newer person to the different opportunities and programs available to them.

The mentor may also have a leadership role that the newer person could be trained to do.

The matched people would decide on what projects to work on and would build a connection through joint service.



3. Full Circle

By forming these relationships and performing service inside and outside the church the newer person becomes an experienced member.

They are then ready to begin to mentor others and help build additional connections as they do so.