

# **Brief Notes of a Welcome Team Meeting Held on 6 May 2007 (Draft)**

## **1. Background**

Welcome is an important ministry. It:

- often provides the first impression newcomers get of our church
- provides data /resources for other ministries such as pastoral care.

Knowing who attends our church by getting people to register is important.

## **2. Aim / Objectives**

Aim is to revise and improve our strategy of welcoming.

To broaden our think-tank a group of team members sat together for 30 minutes on 6 May 2007 in the lower church hall. This document is a list of the brief notes of the meeting.

## **3. Responsibilities**

- Lead → WH<sup>1</sup>
- Support → PP

## **4. Participants**

Chair: Pieter Perrett (in Wendy Hough's absence)

The following members were involved in the discussion:

- Martin T
- Rob M
- Sonia K
- Linda B
- Janet W
- Kelly S
- Giuseppina G
- Maxine W
- Chloe H
- Hector D
- Fritz Z

Apologies: WH, SF, ME, AW, TC, HKP

## **5. Three phases**

We considered "welcome" under three phases:

Welcoming:

- before the service
- after the service
- at other church functions and events

<sup>1</sup> Unfortunately WH could not be present at the meeting due to sickness.

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### 5.1. Phase 1: Welcoming before the service

The following comments were made:

- Welcome at the door is generally good
- The current informal system of welcome seems to work up to a point
- Making the system too complicated or over bureaucratic would be counterproductive
- more about ensuring that the informal system we have at present is working properly
- pick up responsibility for this ministry
- Consider a sign "Entrance"
- What about non-believers who enter our church for the first time, what do they really want to see? → smiling face
- Duty council and sidepersons should coordinate more.
- Welcoming could be tightened up a bit with welcomers (with labels) standing outside the church and encouraging people to come through to the hall for coffee.
- Task of Duty Council (DC) is to identify newcomers.
- Is one person enough?
- DC could be overwhelmed with a large number of newcomers?
- Identify new people.
- Consider a larger group for welcome.
- Welcome materials should consist of:
  - Leaflet for initial contact → not too detailed, but enough info to enable follow-up contact.
  - Age appropriacy of welcomers, → try to match age of welcomer to age of newcomer.
  - Special arrangements need to be communicated to sidespersons.
  - Sidesperson should not have other parallel duties.
  - Consider the role of Duty Council in welcoming. What is it exactly? → C.f. document which defines roles.
  - clear job descriptions for welcomers and sidespersons
  - training for the welcomers
  - Keep it simple.
  - The existing roles need to be firmed up on and procedures established.
  - How should sidespersons pass on newcomers to Duty Council?
  - Establish a clear practice.
  - Welcome document for pews

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- What happens to document? → central box to deposit cards
- Welcome material → differentiate between “what you tell us about yourself” and “what we tell you about St Ursula’s” see “The Purpose Driven Church”.
- Documents; consider under two areas.
  1. Document for people in church area → consider an eye-catching document in pew? → aim to record interest
  2. Documentation to pass onto people in church hall → welcome pack
- Could we consider a new sign put up outside HIGHER UP above the fence which permanently states when services take place, a pertinent bible quote in German and English and the next 2 or 3 events?
- **Visual** impact of entrance porch on welcome → could we reorganise porch? → make it more welcoming → brighter → create a “welcome banner” → “St Ursula’s Welcomes You!” → lighting
- Porch → prayer book is quite difficult to access especially at start of service → different position could be opposite near candle?
- Notice board with notices and identity of Clergy and Council Members → photos on notice board
- Welcome team to be equipped with badges (yellow smiley)
- Young welcomers to welcome young guests
- Generally tidy up porch
- Font → make a top then put prayer book on it with candle

### 5.2. Phase 2 After the service / follow-up

- Welcome is about enabling new people to become a part of the community
- Duty Council to identify newcomers and invite them for coffee
- Newcomers need to be engaged and helped to become part of the church by putting them in contact with groups such as junior church, Friday night Bible Study, House Groups, music group, choir etc.
- Bring people to coffee
- We should also identify those already welcoming, thank them, encourage them to continue and ask them to identify one more person to possibly do the same.
- Give them a magazine and small welcome pack
- Bombarding someone with paperwork is not helpful
- Welcome package needed for phase 2 → Put together a welcome pack → Welcome logo (rainbow)
- List of contact addresses available at back of church

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- Aim is to register names and addresses in list
- Bring newcomers to coffee
- Follow up call and contact
- Newcomers dinner → once / twice per year.

### 5.3. Welcome at other events

To be dealt with at a later date.

### 5.4. Tentative Action Plan for Phase 1 and 2 of Welcome

What?	Who?	When?
Read list and add any further items → return to Pieter by email	all	10 May 2007
Final document	PP	11 May 2007
Filter points and develop a list of priorities	WH / PP	13 May 2007
Definition of resources for Welcome Ministry and Proposal for final	WH / PP	19 May 2007
Contact welcome team with request for help for future action plan	WH / PP	30 May 2007