

SERVING GUIDE: WELCOMING

There are a number of roles to ensure newcomers are welcomed to church & continue to be linked into WEC. Some roles are completed by all Welcome team members, others are assigned to specific members of the team, some are completed by the Pastors.

	Role	Who completes role
1	Rostered Welcoming	Rostered Welcome team members
2	Welcoming throughout service	All Welcome team members
3	Welcome & Resource table manager	Welcome Team Leader
4	Roll Taking	Service Pastor
5	C&C card collection	Service Pastor
6	Discussion of new people - part 1	Welcome team leader, Welcome team members & Service Pastors
7	Adding new people to Elvanto	Service Pastor
8	C&C card follow up	Service Pastor
9	Discussion of new people - part 2	Service Pastor & Pastoral staff team
10	Newcomer People Flow	Service Pastor and Welcome team members
11	People Flow Management	Service Pastor

NOTE: refer to the flowcharts which assist in understanding the steps of this serving guide:

- **WEC Membership Flowchart:** which shows where *Welcoming at Church* fits into the wider aims of WEC Membership
- **Newcomer People Flow Part 1 & Part 2:** which outlines the steps to ensure all newcomers are placed onto the Elvanto newcomer 'People flows'

ROLE 1: ROSTERED WELCOMING – SUNDAY

Two Welcome team members are rostered to each service to officially welcome people to WEC.

Prior to the 9AM Service (30 min before)

- Set up the Welcome table at the back of the hall (behind the northernmost section of chairs) so that it is visible to all who enter. The items for the Welcome table are located in the Welcome table storage box. Please refer to the photo within the Welcome table storage box of how to set the table up (to ensure consistency each week). Ensure the table has on it;
 - Blue Tablecloth
 - Green WEC Mailbox
 - Welcome Cards
 - Care and Connect (C&C) cards
 - Pens
 - Clipboards with Kids Church registration forms
 - 'WEC' decorative wording
 - Mission partnership information (in plastic display stand)
 - Event information
 - Bibles
- Set up the Resource table in front of the Sound Desk. Ensure this table has on it:
 - Black tablecloth
 - Spare Sunday Service outlines
 - Red WEC Toolbox
- Fold service outlines (if this is not already completed) & collate with sermon note insert
- Put on the Welcome Team Lanyards (these are so new people can identify members of the Welcome team)
- Ensure the A Frame sign is up.

Prior to both services, as people arrive (15 min before – 10min into service)

- Stand inside the hall entrance and warmly greet and introduce yourself to people as they enter (especially if they're new to you).
- Hand out the Service Outlines.

For new people

- If people have children;
 - Ask them if they would like them to go to kids church. We recommend this for Preschool to Year 5. (Tell parents about the 'Listen and Play' room for parents/babies, and Youth Church for Year 6–9).

- If Yes – give them a clipboard (with Kids Church Rego form). Ask them to take it to their seats and fill out and then give to the Kids Church Leaders when Kids are told to meet up the back for Kids church during the service.
- Tell them the service leader will tell everyone when kids church begins – at this time take your children outside the front entrance and meet the kids church leaders and give them the form.
- If people would like tea/coffee, lead them to the morning tea station where they will be served.
- Point out toilets if needed.
- Where there is opportunity warmly introduce yourself and begin a conversation. Provide a Care & Connect (C&C) card and where appropriate offer to complete it for them or provide a pen. Guide them to the Welcome table to give them a Welcome pack.
- One of the key roles is to make connections between new people you are ushering and regular WEC members. For new people you may want to take them to some seats near a regular WEC member; make the introductions and then return to the entrance to continue the Welcoming role.

After the 11AM Service

- Pack the Welcoming table contents back into the storage box and move to the resources cupboard (next to the 'listen and play' room stairs).
- Pass on any completed C&C cards from the green mailbox to the Service Pastor

ROLE 2: WELCOMING THROUGHOUT SERVICE – ALL WELCOME TEAM MEMBERS – SUNDAY

Before the service

- Prior to arriving, review the text (in the Welcoming Team What's App group) from the Welcoming Team Leader regarding new people who attended WEC the week before.
- Upon arriving look for new/isolated people sitting in the congregation and sit near them.

During the service

- In the break find any new/isolated people, start a conversation and try to get to know them.

After the service

- Find new people, start a conversation and try to get to know them.
- Give them a Welcome Card
- Ask if they would like to complete a C&C card to give the feedback and their details. You may offer to complete it for them (as some new people can be reluctant to fill it out themselves) or let them complete it themselves. People can either give you the C&C or direct them to place it in the Green mailbox on the Welcome table. Note: where you find (in conversation) that the visitor is not from Wagga (and will not be returning to WEC) there is no need to ask them to complete a C&C card.
- If you notice resources on the Welcome table need replacing please text/speak to the Welcome Team Leader.

ROLE 3: WELCOME/RESOURCE TABLE MANAGER – SUNDAY

The Welcoming Team Leader is responsible for this task.

The Welcome/Resource table manager is responsible for ensuring;

- Adequate resources are within the Welcome table storage box including;
 - Welcome Cards
 - Care and Connect (C&C) cards
 - Pens
 - Clipboards with Kids registration forms
- Adequate resources are available for the Resource table including;
 - Bibles - these can be re-ordered using the WEC credit card
 - Mission partner information - speak to the WEC Mission Partners Coordinator

ROLE 4: ATTENDANCE ROLL TAKING – SUNDAY

WEC 9am & 11am Service Pastors are responsible for taking the roll within their respective Sunday service. This is to ensure we keep a track of the attendance of;

- New people - to ensure we follow up and welcome them well
- Ongoing members - to ensure we follow up and care for members if they have not attended a Sunday Service for a period of time

Near to the beginning of the service the Pastor takes the attendance roll within Elvanto. New people are listed as 'visitors' in the Elvanto roll.

For all new people the Service Pastor and Welcome team members discuss who may be able to chat with them during the break or after the service. Where they are seated next to a WEC regular member a note is made of this members name so they might be asked about the new person (if the pastors or welcome team don't happen to get to meet the new person).

ROLE 5: C&C CARD COLLECTION

The Service Pastor for 9am & 11am is required to check the Green Mail box at the end of their service for C&C cards.

The Service Pastor shares the details of new C&C cards with the Welcome Team Leader (if not in person then by sending them a photo of the C&C card).

ROLE 6: DISCUSSION OF NEW PEOPLE: PART 1 – SUNDAY

The Welcome Team Leader shares new people they have identified on the Welcome Team 'What's App' group. They ask the Welcome team members to share new people they meet and any details regarding these new people.

ROLE 7: ADDING NEW PEOPLE TO ELVANTO AND PEOPLE FLOW – SUNDAY

The Service Pastor adds new people (not including one-off visitors who will not return to WEC), who attended their service, as 'newcomers' to Elvanto. All new are added (whether they did or did not fill out a C&C).

Under 'people' they select 'add person', then selecting the people category 'newcomer' and enter:

- name (where known) (if not add a name which helps identify e.g. baker redhair)
- contact details (where known)
- demographic: adult or child
- time of service attended
- date of first visit
- any other notes re new person (e.g. job, if new to Wagga, if they know a current member etc)

The Service Pastor at the bottom of the profile (scroll to bottom) adds the person to the 'Newcomer' People Flow.

The Service Pastor checks the Welcome teams 'What's App' communication re new people - where new information is shared the Service Pastor adds this to the Elvanto profile. The Service Pastor may follow up with the Welcome team member who met the new person for further details.

Where the new person sat next to a WEC member (not on the Welcome team, as identified when taking the roll) the Service Pastor follows up with this member for any additional information they may have regarding the new person.

ROLE 8: C&C FOLLOW UP – SUNDAY

The Service Pastor reviews each C&C card received for their service. The Service Pastor completes an action based on which box is ticked on the card:

Option No.	Option on C&C Card Box selected	ACTION
Option 1	I'm new	Refer follow up to the most appropriate Welcome team member. They text or phone the person who completed the C&C card.
Option 2	I'm visiting	Text person who completed C&C card.
Option 3	Update details	Refer C&C card details to <i>Elvanto Manager</i>
Option 4	Check out Christianity	Refer to most appropriate <i>Mission team member in Pastoral staff meeting</i>
Option 5	Join a Bible Study Group	Refer to a <i>Bible Study Team Leader</i>
Option 6	Prayer/Assistance/Visit	Refer to <i>Pastoral staff team meeting</i> for action. For meals refer to the <i>WEC Catering coordinator</i> .

See [Appendix 1](#) which provides examples of what to do if actioning a C&C card.

ROLE 9: DISCUSSION OF NEW PEOPLE: PART 2 – TUESDAY

During the Pastoral staff team meeting on a Tuesday morning all identified new people are discussed. The Service Pastors add any additional information of the new people to their Elvanto profiles during discussion.

Note: On a monthly basis during the Pastoral staff team meetings: using 'Growing Healthier Churches' (GHC) pastors identify members who have not attended a Sunday service for 6+ weeks. The Service Pastor has the responsibility of following up with members of their service &/or contacting the members Bible study leader and asking them to touch base with the member. This monthly check is documented in the pastoral staff meeting minutes.

ROLE 10: NEWCOMER PEOPLE FLOW – DURING WEEK (PRIOR TO FOLLOWING SUNDAY)

To complete the actions of the Newcomer People Flow, the Service Pastor asks suitable Welcome Team Members to assist in getting to know the new people and:

Part A: getting their contact details

(if not known – if they are known the person is moved to part B)

Part B: having a follow up conversation. The aim is to get to know the person, especially their Christian background and to determine if they are a Christian.

The Welcome team member reports back to the Service Pastor regarding the outcome of the conversation.

ROLE 11: PEOPLE FLOW MANAGEMENT – ONGOING

The Service Pastor moves the person along in the people flow on Elvanto dependent on the result of the follow up conversation.

The Service Pastor adds the person to the following people flows;

- Onboard
- New Member not serving
- Jesus Seriously OR Bible Study Group (dependent on their faith)

The following people are then responsible for completing the people flows;

Onboard People Flow: Onboard Coordinator

New member not serving: Recruitment Coordinator

Jesus Seriously: Jesus Seriously Coordinator

Bible Study Group: Bible Study team leader

Refer to the Flow charts; 'WEC Newcomer People Flow Part 1' and 'WEC Newcomer People Flow Part 2' for further details.

APPENDIX 1

The Service Pastor reviews the C&C received at either the 9am or 11am service. For their service the Service Pastor an action based on which box is ticked on the card:

Option No.	Option on C&C Card Box selected	ACTION
Option 1	I'm new	Refer follow up to the most appropriate Welcome team member. They text or phone the person who completed the C&C card.
Option 2	I'm visiting	Text person who completed C&C card.
Option 3	Update details	Refer C&C card details to <i>Elvanto Manager</i>
Option 4	Check out Christianity	Refer to most appropriate <i>Mission team member in Pastoral staff meeting</i>
Option 5	Join a Bible Study Group	Refer to a <i>Bible Study Team Leader</i>
Option 6	Prayer/Assistance/Visit	Refer to <i>Pastoral staff team meeting</i> for action. For meals refer to the <i>WEC Catering coordinator</i> .

OPTION 1: I'm New

ACTION 1: During the week received (prior to next Sunday) make contact with person

Contact A: text or phone

For younger people/where age is unknown - TEXT person

Text example:

Hi <name>, thanks for visiting WEC <today OR on Sunday>. I am from the WEC Welcoming team. We hope you felt welcomed and encouraged by God's word. I'll also send an email to tell you more about WEC. If you have any questions please feel free to get in contact with me. I hope to see you again at WEC and meet you then. Kind regards, <your name>.

For older people - CALL person

Start of conversation:

Hello, my name is <name>, I am from the Welcome Team at Wagga Evangelical Church. I was given your details and wanted to call to introduce myself and say welcome to WEC.

Give them an opportunity to respond.

Other conversation starters (as appropriate):

- What brought you along to WEC
- How did you find the service on Sunday
- Do you have any questions about WEC
- What do you do with your time or do you work
- Do you have family in Wagga
- Have you gone to church before or have you been a Christian for a long time

Tell them about the Onboard lunches: I just wanted to let you know that we run a series of 'welcome lunches' to help new people get relationally connected and also to give you an insight to who we are and what we value as a church family. The next sessions will be in <MONTH> and we'd love you to come along (I'll make sure you receive an invite closer to the event).

Tell them how else they can get connected at WEC - e.g. Bible study groups, kids programs etc

Conclusion:

I would like to send you an email with some of this information - is that OK?

I go to the <time (9 or 11)> so I hope we can meet face to face on Sunday.

Contact B: EMAIL

Dear <New Persons name> ,

Thanks for coming along to WEC (Wagga Evangelical Church) on Sunday. We hope you felt welcomed and encouraged by God's word. I am on the WEC Welcome team and wanted to let you know that we run a series of 'Welcome lunches' to help new people get relationally connected and also to give you an insight to who we are and what we value as a church family. These welcoming lunches are called 'Onboard'.

The next 'Onboard' sessions will be in <MONTH> and we'd love you to come along (I'll make sure you receive an invite closer to the event).

If you would like to read more about what we run at WEC, our beliefs, staff team and members, please check out our website **wec.church**.

Alternatively feel free to give me a buzz or email me back.

I look forward to <seeing you/meeting you> at church on Sunday.

Kind Regards

NAME

Mobile number

ACTION 2: Dependent on the Text response/Phone call follow up as appropriate

Further welcoming options which may be appropriate, depending on the response from the text/phone call include;

- Try to meet them in person on Sunday if they return to WEC – introduce yourself and ask about them. Ask if they received the Welcome flyer – if not give them one from the Welcome table. Discuss ways they can connect at WEC.
- Text their details to Onboard Coordinator asking the new person/family be placed on the invite list for the next Onboard course:

Text example: Hi <NAME>, I was following up with a new person who filled out a C&C card. Can you please place them on the invite list for the next course: Name, Phone number.

- If you think they will continue to come text their details to the Elvanto manager.

Text example: Hi <NAME>, this is a new person who has started coming to WEC. Can you please add them to Elvanto. (Add photo of C&C card/provide all details).

- If they are a christian and interested in joining a group text their details to a Bible study team leader

Text example: Hi <NAME>, this is a new person who would like to join a Bible study. Can you please follow up with them and work out the most appropriate group for them

- If they are not a Christian and interested in Jesus Seriously text their details to the Jesus Seriously Coordinator.

Text example: Hi <NAME>, this is a new person who I have followed up in my role in the Welcome follow up team. They are not a christian and are interested in attending the next Jesus Seriously course. Can you please follow up with them.

- Ask a WEC member to invite the new person/family to a lunch/meal

Dependent on the new persons age/circumstances, and your capacity to host, you may wish to ask another member of the welcome team/other WEC members or families, to invite the new person/family to lunch/meal. Please select a person/family who attend the same service time as the new person/family. Please ask the WEC members discreetly.

- Ask a WEC member to invite them to a social activity outside of church

WEC members join in touch football on a Sunday afternoon. Others meet for coffee during the week. If you think this would be of interest to the new person suggest this and put them in contact with others involved in these social gatherings.

OPTION 2: I'm visiting

1. Welcome team leader sends text to person who completed the C&C card

For those from out of Wagga (e.g. visiting family, not likely to join WEC)

Text example: Hi <Name>, thanks for visiting WEC today. We loved meeting you and hope you felt welcomed and encouraged by God's word. We look forward to seeing you on your next visit to Wagga. If you want to hear other sermons or read further about WEC go to our website WEC.org.au or feel free to get in contact with me. Kind regards, <your name>.

For those from Wagga (who we hope might return)

Text example: Hi <name>, thanks for visiting WEC today. We loved meeting you and hope you felt welcomed and encouraged by God's word. If you have any questions please get in contact with us, or find out more about WEC @ WEC.org.au. We hope to see you again at WEC soon! Kind regards, <your name>.

OPTION 3: Update details

Welcome team leader texts C&C card photo to WEC's Elvanto manager.

OPTION 4: Check out Christianity

1. Welcome team leader selects the most appropriate Mission team member to follow up with the new person.
2. Welcome team leader texts C&C card photo to selected Mission team member asking that they action the card.

Text example: Hi <name>, thanks for serving WEC on the Mission team. We have received a C&C card which needs follow up. Please see attached. Are you able to please get back to this person? If so I would love to hear how it goes. Thanks, <name>.

OPTION 5: Join a Bible Study group

1. Welcome team leader takes a photo of the C&C and sends this to the most appropriate Bible Study team leader to follow up with the new person based on persons gender.

Text example: Hi <name>, thanks for managing the Bible study groups. We have received a C&C card which needs following up. Please see attached. Are you able to please get back to this person and tell them about the Bible study group options? Thanks, <name>.

OPTION 6: Prayer/Assist/Visit

1. Welcome team leader discusses request within the weekly WEC Pastoral Staff meeting. An appropriate action is determined to provide support.