

Contacting and Welcoming Visitors

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Reasoning: Although Northmont is a very warm and friendly church, visitors will not know that unless we make an effort to demonstrate it. Here is a blueprint to follow in welcoming new visitors to Northmont.

Steps to follow in identifying and welcoming visitors:

1. At the beginning of worship, look around the section of pews where you are sitting. Make note of any unfamiliar faces. Make a mental plan to meet them during greeting time at beginning of service as well as at the end of worship.
2. Introduce yourself to people who may be visitors. Consider introducing yourself with phrase like "Hi, my name is XXX. I don't think we've met. Are you a member here?" If it's a visitor or a Northmont member, it's a great opportunity to get to know the person(s) better. Where do they live? Are they from this area? Where do they work? Do they have a family?
3. Try to see that they sign the red visitor's pad. To alleviate fears, explain that we do not intend to put them on a bulk mailing list but that our minister would simply like to mail them a thank you note for attending.
4. Hand them a visitor's packet. If appropriately, quickly [in less than one minute] show them what's in the packet. They may have a question for you about a program covered in the packet. [We suggest that you carry a visitor packet with you into the sanctuary with you at the beginning of worship, just in case you meet a visitor. Leaf through it and make sure you know what's in there in case visitor has questions. Return it to the Narthex if you don't use it.]
5. Ask visitor if they would like to see more of the building. A quick tour might be appreciated. Key things to show them include Christian Ed wing, offices including pastor's office, choir room, and end in fellowship hall where you may have chance to introduce them to other Northmonters at the coffee area.
6. Introduce the visitors to the pastor if possible. The pastor will usually be meeting with visitors in the Narthex after services. Also, introduce them to a few other people in the sanctuary or around the building.
7. Let them know about the Middle Hour or Fellowship Time and if they are interested, lead them there. For extra credit, it'd be great to attend class with them, foregoing your routine class or activity. If you cannot be with them during Middle Hour, simply show them the way to class and introduce them to other Northmonters so they are warmly welcomed to class.
8. Later, if they didn't sign red pad, convey to Rose Dragan in the church office [rosemdragan@northmontchurch.org, 412-364-0105] a quick message summarizing the number of visitors and as much information about them as you were able to garner. Northmont tracks visitor and new member statistics to measure and improve on our ability to attract new visitors and ultimately help them become members of and as effective disciples in the body of Christ as possible.

Key point: Be friendly and welcoming. Sense whether visitor is apprehensive and if so, do not be pushy or overwhelming. If you are uncomfortable with an aspect above or wording below, tailor to your style to be as friendly and welcoming as you can be in a way that is natural to you while still hitting all key points.

Sample Meeting (Note - you have a name tag on which says "Bill Maloney"):

(Bill) "Hi. My name is Bill Maloney. Hi, my name is Bill Maloney. I don't think we've met. Are you a member here?"

"No, we've just visited a couple of times."

(Bill) "What are your names?"

(Joe) "I'm Joe and this is my wife Nancy?"

(Bill) "Hi Joe. Hi Nancy. Welcome back to Northmont.

Do you live near Northmont?"

(Joe) "Actually, we live just outside of Wexford."

(Bill) "Do you work in the North Hills?"

(Joe) "No, we both commute downtown to work."

(Bill) "What do you do?"

(Joe) "I manage the computer systems at a large law office downtown."

(Nancy) "And I'm a doctor as part of a practice in pediatrics on the North Side."

(Bill) "That's great. I'm a computer engineer myself and there are a number of doctors around Northmont. And actually, my older daughter wants to be a doctor.

Do you have kids?"

(Nancy) "Yes, we dropped our 3-year-old daughter off at the nursery."

(Bill) "I almost forgot to ask, did you get a chance to sign the red visitors pad during service? We do not intend to spam you, but our minister would love to send a 'thank you' note for attending Northmont."

(Nancy) "Where are the red pads?"

(Bill) "Here you go."

(Bill, while Nancy fills out pad) "Would you guys be interested in a quick tour of the church?"

(Joe) "No thanks, we gave ourselves a self-guided tour last time we were here."

(Bill) "Did you get a chance to visit our adult middle hour classes last time you visited?"

(Joe) "No. What classes are available?"

(Bill) "We have an adult Bible study class. It's very informal and open to all people no matter whether you're a novice or Bible scholar. We also have an adult topics class which covers many topics relevant to our faith whether its a study in other faiths or topics such as parenting, mission work, etc."

(Nancy) "We've not really studied the Bible deeply in the past. Are you sure novices are allowed in the Bible study class?"

(Bill) "Absolutely. I'm a growing novice myself. Let me take you there. Would you like coffee or a stop at the restrooms first?"

(Joe) "Actually, I could use a restroom. I've already had plenty of coffee."

(Bill) "Great, I'll take you by the restrooms on our way to adult Bible class."

Bill escorts them to the restrooms and then to adult Bible study class [adult Bible study class is in Malawi room and Adult topics class is in fellowship hall]. After class, Bill goes to the church office and leaves a quick message in Rose Dragan's in-box which reads [e-mailing to rosemdragan@northmontchurch.org works just as well]:

Rose - This is Bill Mahoney. Today I greeted visitors named Joe and Nancy. They said they visited a couple times before. I didn't get their last names but they signed the red visitors pad. I think they were around 25-years-old. They have a 3-year-old daughter. Joe is a computer IT person and Nancy is a pediatrics doctor.

