

Roving Greeters Instructions

(Last Revision: May 2009)

1. Thank You For Helping

The Roving Greeter's role is very important to our guests and visitors. You are the image of Good Shepherd which they get as they enter the building. We are grateful that you are willing to serve in this important capacity.

2. Procedures For Roving Greeters

◆ Stay Focused On Your Mission.

Your mission is to seek out and greet visitors on Sunday mornings. This means that fellowship with friends on your assigned Sunday is a second priority. In essence, you are on "duty".

◆ Be Hospitable, But Not Manipulative.

Don't be pushy. Meet the person where they are in their level of intro/extro-version.

◆ Help Visitors Find Their Way Around the Building.

Walk them to their destination. Offer to give them a tour of the building following a worship service if they are interested.

◆ Introduce Visitors To Some Folks.

People you know who are friendly, or one of the pastors.

People who know something about the visitor's expressed interests.

◆ Invite Them To Take Literature and Help Them Sign Guest Register.

Know where the literature is located.

Don't load a visitor up, but only give them what is helpful.

Invite visitors to sign our register, but don't press them if they don't want to sign it at this time.

3. Tips For Identifying Visitors

You know a person might be a visitor if they ...

Stand off in a corner looking out at folks in the narthex.

Stand at bulletin boards reading stuff.

Arrive early. (Perhaps looking to meet some people).

Arrive late. (Perhaps they didn't realize how long it would take to park).

Say, "Hi, I'm a visitor. Can you tell me ..."

4. When to Arrive and Where to Stand

- ◆ If you are greeting between the 8:00 and 9:30 services, please arrive at church by **8:50 am**. You will be scheduled to serve from 9:00 to 9:35 am. If you are serving between the 9:30 and 11:00 services, please arrive by **10:20** and be "on duty" from 10:30 until 11:05.
- ◆ Stand near the church entrance doors by the information desk. Be friendly to everyone who enters, but especially be on the lookout for visitors and/or guests.
- ◆ Remember to wear your Roving Greeter name badge.

Again, thank you for volunteering. If you have any questions please call Pastor Jess, 891-1700 x13.

Helpful Things to Say to Visitors

"Good morning, my name is NAME. I don't think I've met you before."

This statement gets around being embarrassed if you meet a member of 25 years you don't know. If you do greet a member as a visitor, don't be embarrassed. In a church the size of Good Shepherd, people understand that you can't know everyone.

"I'm a greeter in this congregation. Can I help you with anything or answer any questions about our church and our ministry?"

"Do you live in the area or are you visiting from out-of-town?"