

## Steps to Great Hospitality

- Develop a Welcome Committee
- Create Mission Statement
- Create Ministry Description for Greeters/Ushers
- New Member Registrations-what is your registration model?

### New Member Registration:

- 1) Set consistent date(s): 1<sup>st</sup> Tuesday of the Month, or 3<sup>rd</sup> Sunday each month after masses, etc.  
Times/places should be convenient for the new families. Private registrations are available as well. Should be facilitated by a staff person, not the church secretary!
- 2) Meet with family(s): either individually or in group setting.
  - a) Introduce yourself, the parish. Have the pastor come and introduce himself.
  - b) Have new members introduce themselves to you and each other.
  - c) Ask: "Why did you choose (church)?"
  - d) Take time to go through materials in your new member packets.
  - e) Do you have a video that explains the life of the parish? Show this at time of registrations.
  - f) Talk about their engagement in the parish. How are they going to become engaged? Explain Stewardship.
  - g) Answer any questions they may have.

### Items to include in New Member Packet:

- 1) A letter from the Pastor-Welcoming your newest members
- 2) Parish office phone numbers/emails
- 3) Schedule of Worship/Sacraments
- 4) Membership expectations
- 5) Parish School information (if you have school)
- 6) Faith Formation information
- 7) Stewardship of Sharing form
- 8) Ministry Booklet/sign up sheet
- 9) Map of parish facilities (include names of rooms, if applicable)
- 10) Scrip information
- 11) Any news pertinent to the parish/school

\*\*Welcome basket: may contain items that tell about your parish or community.

\*\*Fresh baked items given to new member at time of registration: another way to say 'Welcome.'

\*\*Take pictures of your new families and post them on a New Member Board in church.

### After the registration process:

1. Send a card to each new member a month after they have registered signed by the pastor.
2. Call each new member one month after they have registered. This conversation should be to again welcome them and do they have any questions about the parish.
3. New Member Dinners-twice a year. Invite all who have registered in last 6 months. This should be a Q&A and not to promote ministries unless it comes up in a question. For more information call Ruth-434-2145 ext. 209.

### Events to promote Welcoming:

1. Host Welcome Weekend/slide show of new member pictures/Nametag Sunday-2x per year.
2. Coffee/Rolls
3. "Red Vesters" Greet @ school/parish functions, i.e. picnic, appreciation breakfast, 1<sup>st</sup> night of Faith Formation classes, funeral visitations morning of funeral, etc.
4. Christmas/Easter Message in bulletin/website (insert)
5. Meet with Pastoral Council 1x per year to share goals, and set new goals.
6. Welcoming Surveys-"How welcoming do you feel our parish is?"
7. Add your own questions that pertain to your parish demographics.
8. Purposeful committee meetings.
9. Other ideas/Questions?

Contact information: Ruth Holloway, 434-2145 ext. 209 or [rholloway@sibh.org](mailto:rholloway@sibh.org)

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Sample:

To: (Church name) Greeters and Ushers

Subject: **Easter Message**

In a few days, we will have a large number of parishioners and visitors to (church name) for **Holy Thursday, Good Friday and Easter** services. This presents us with a unique opportunity to truly welcome many strangers to worship with us. We must remember that each greeter and/or usher may be the only personal contact from (church name) who has the chance to warmly invite others. As a greeter/usher, your welcoming may be the catalyst that will inspire our guest(s) to return to worship with us often in the future.

All greeters and /or ushers who are not actively greeting/ushering at the doors this week: remember too, that you still are (Church name) Welcoming Ambassadors as well, whether it be in the narthex, parking lot, walking up to the church, or leaving after services, as you and all parishioners are invited to demonstrate that our community cares for and welcomes all.

Thank you for saying "yes" to serving and welcoming all to (Church name) throughout the year. May you and your family have a Blessed and Holy Easter Triduum.

Sincerely,

The Welcome Committee