

FUMC Welcome Center Ministry

What Do Welcome Center Hosts Do?

The Welcome Center ministry serves our visitors and members by providing a central point for answering questions, providing information, giving direction and answering phone calls. The Welcome Center is located in the FUMC main building and is staffed from 8:00 a.m. to 12:30 p.m. on Sunday mornings.

Responsibilities:

- Wear your name tag.
- Be in place at the Welcome Center during the time you are scheduled to serve.
- Keep Welcome Center information up-to-date and in good supply.
- Keep Welcome Center free of clutter.
- Smile or greet appropriately.
- Be prepared to answer questions and provide directions.
- Answer the phone, and assist the caller as needed.
- Hand out Visitor Gifts at the end of the church service, and ask visitors to fill out the Visitor Information Sheet.
- Give as much advance notice as possible if you need a replacement to fill your scheduled time by notifying the First Impressions Coordinator.

Time Commitment for a Welcome Center Host:

Hosts will be at the Center approximately 2 to 2 ½ hours per Sunday. You may choose the frequency; such as once per month, twice per month, etc.

An Effective Welcome Center Host is:

- Friendly and dependable
- Comfortable talking to and greeting people
- Able to give directions regarding church facilities

Tips for Welcome Center Hosts:

- Watch for those you do not recognize.
- Do not ask if someone is new or a first time visitor. Say instead “Good morning. How may I assist you this morning?”
- Give your full attention to each person you encounter. Make eye contact.
- Learn names and use them. Review your church’s photo directory beforehand. When you meet someone new, repeat his or her name and try to use it in conversation or in making an introduction.
- Be prepared. Know what’s happening in the church that day and know how to direct visitors to the nursery or Sunday school classes. If possible, accompany them to their desired destination.