**Visitor Policy**

1. **Purpose**

Provide a process that will greet visitors as they come to our church and that will follow up with them and encourage them to return for worship and become a part of our church family.

1. **Greeters**

The Visitor Process really begins with a visitor entering the church for worship. The Greeters are potentially the first connection they have with our church. We need to make a good impression, help them feel welcome, and provide them some information.

A Job Description for Greeters has been developed (JOBD-xxx). It emphasizes the importance of being a good, first impression for our church. It guides the greeters on specific items to do, but also how to provide information for visitors.

1. **Visitor Packets**

Visitor packets should contain several items:

* Church Brochures
* Pastor’s business card
* Connection card
* Complimentary pen with church name
* Map of building
* Description of Adult Sunday School classes
* All of this would be in a nice folder to be handed to the visitor
1. **Connection Card**

This card will be placed In each visitor packet, but will also be placed in the “blue books” to be used by the congregation as a prayer request/change of information card. See Attachment 1

1. **Welcome Talk**

A welcome talk will be made each Sunday morning at the beginning of the Announcements by the pastor to welcome and instruct visitors to fill out the Connection Card and also other attendees to fill it out to update information or for a prayer request and place them in the offering plate.

**6.0 Follow Up**

**6.1** Connection cards (Visitor cards) need to be collected by those counting the offering and delivered to the office with the offering each Sunday.

**6.2** For any first time visitors, the pastor will write a card to the visitor on Monday, if possible.

**6.3** Any information on the visitor – name of individual or of all family, address, phone numbers, etc., should be entered into the PowerChurch database and they should be identified as a visitor. If a visitor’s email address has been given, office volunteers should add them to the Constant Contact Distribution for the Weekly Update.

**6.4** The Pastor or Office Volunteer should send the “form” letter on Friday, if possible. See Attachment 2.

**6.5** On the second week, the pastor will call the visitor and invite them back and then follow up with email on Friday of the second week.

* 1. On the third week, have a designated person send a card by Wednesday.
	2. On the fourth week, a member or members of the ***visitor pool*** will call the visitor to arrange a visit. If possible, the volunteers would ask about scheduling a meeting between the Pastor and the visitor(s).

**6.8** A Checklist for the Follow Up has been developed and should be used for each visitor and be kept in a file in the office, so the current status of follow up can be determined. See Attachment 3.

1. **Coffee With the Pastor**

On the thirdSunday of the month – 8:45 – 9:30, we will have “Coffee with the Pastor”. This will be for any visitors who have started attending, one time or multiple times. This will be a chance for them to get to know the Pastor and to ask questions, etc.

**Def: Visitor Pool** is a group of individuals or couples who are willing to visit in home. The exact person or persons from the pool would be selected based on the age, status, interests, etc., of the visitor (e.g., an older couple might be selected to visit an older couple who has been visiting). There would always be a pair of people from the pool visiting.