

Get ‘em In and Get ‘em Going

How to have warm and welcoming Guest Services and life-changing Sermons

I believe every pastor and every church needs a coach. Most senior pastors are doing too much and not properly equipping the saints to do the work of ministry. They are too busy to effectively hear from God about the future of their church, much less how to lead for today’s challenges.

I want to help you collaborate with your team to find areas of weakness and strengthen them with a strategy and plan to achieve your vision.

1. Welcoming Guest Services

- a) Prodigals are coming down the road every weekend
- b) Everyone’s a guest
- c) Engagement not just acknowledgement
 - i. Handshakes, high fives, or hugs
 - ii. Be sensitive to the body language and sensitivities of the guests
- d) We need “Tour Guides” not “Travel Agents”.
- e) Four Divisions of Guest Services:
 - i. Greeters – First Impressions
 - 1) Parking (Prodigal’s Father) – Outside Care
 - 2) Front Door – Entrance Care
 - 3) Worship Center – Inside Care
 - ii. Guest Central – First Connections
 - 1) Engaging with first-time guests
 - 2) Comfortable not Conspicuous (most people would rather blend in but made feel special. Don’t single them out.
 - 3) Important first step in the process (Assimilation Strategies)
 - iii. Hospitality

1) Give the guests something to “hide behind” and a connector.

iv. Security

1) “A safe place to encounter God”

2) Better to be present but not prominent

2. Relatable and Revelational Message

a) Minister out of the overflow

b) Know your audience

c) Create a culture of critique (*critique and criticize – the affect is determined by motive, method and messenger*)

i. Sermon Review Team

1) Two or more that you can trust to be honest, gentle, and respectful

2) A benevolent dictatorship not a democracy

ii. Starve complacency by feeding critique

d) Preaching Calendar

i. The Holy Spirit is not a procrastinator

“A man’s mind plans his ways, but the Lord directs his steps.” Proverbs 16:9

ii. “You can’t drive a parked car” – Hulen Hooper

e) Series or Stand Alone

i. Series helps with planning

ii. Series helps solidify a main them across several weeks.

1) A typical church week for an average member is 2-3 weeks.

2) Keep them at 4 or no more than 6 weeks or they lose steam

- 3) Never end a series on day when you have a large number of first-time guests.
- iii. Stand-alone sermons are great bridges between series
- f) Establish a Teaching Team
 - i. As the Lead Teacher, you are the guardian for who is platformed.
 - ii. Senior Pastor should preach no more than 47 times a year. No less than 36 unless your team is well established and connected to the body.
 - iii. Internal - Elder, Discipleship Pastor, Youth Pastor, Kids Pastor, etc.
 - iv. External - District Bishops, Retired Pastors, Church Coaches, etc.