



PERSONALIZED

ONLINE

HOSPITALITY

PLAYBOOK



ONLINE HOSPITALITY

A HOW TO PLAYBOOK

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PRODIGAL'S
PORCH
CHURCH

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01

PRE-WORSHIP

- Welcome
- Introduce yourself
- Post Bulletin Link
- Send Connection Card



WELCOME

- In the comments section, welcome everyone present. This can be done sporadically as people are joining the live stream.

“
| *Hello! We are so excited you are joining us today! Worship will begin shortly.*

INTRODUCTION

- Right before the countdown is over, introduce yourself. You can use the following:

“
| *Hello! My name is “name” and I will be your worship host for this service. I am so glad you are joining us today! Throughout the service I will be sharing links so that you can participate along with the in-person group. If at any point you have any questions feel free to ask. I am also sharing the following link if you have a prayer request you would like to share with us. They will be prayed over later in the service.*

Example Link:

<https://prodigalsporchchurch.org/prayer-request>

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BULLETIN LINK

- This can take place in two different places. As people are joining the livestream, you can post this link in the comments. You can also post it again during the welcome.

“—
| To help you follow along in worship, you can use this link to open our online bulletin. This includes order of worship, announcements, and more.

Example Link:

<https://prodigalsporchchurch.org/online-bulletin>

CONNECTION CARD

- When the announcement is made about the Connection Card, host will post the link to an online connection card.

“—
| We would love to know worshipped with us today, especially if this is your first time here! Pastor Jesus would love to send you a note and be available to you. Click on the following link to fill out your connection card.

Example Link:

<https://prodigalsporchchurch.org/connection-card>

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02

DURING WORSHIP

- Passing of the Peace
- Offering
- Children's Moment



PASSING OF THE PEACE

One of the following can be used for Passing of the Peace online.

- A video will be prepared. Host will introduce video

“—
| *As our in person congregation passes the peace, we have a short video for you.*

- Host passes the peace in the comments encouraging others to do the same. They can also invite people to pass the peace via text or email to a friend.

“—
| *Peace be with you! As our congregation passes the peace, we want to invite you to grab your phone and text someone and share God's peace with them.*

OFFERING

- While the offering is being talked about host will share electronic ways of giving and will encourage people to do that during the next song.

“—
| *Your financial gift helps us share God's love with all people. We want to invite you to prayerfully consider giving to that work.*

Example Link:

www.prodigalsporchchurch.org/give

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CHILDREN'S MOMENT

- Because the children's time is mostly geared to those in the room, host will post link for children and youth ministries inviting parents to learn more and potentially participate.

“—
| *We love children and strongly believe in helping our children grow in their faith. If you would like to know more about our children's ministry click on this link.*

Example Link:

<https://prodigalsporchchurch.org/children-%26-youth>

CONNECTION CARD

- When the announcement is made about the Connection Card online, host will post the link to our online Connection Card.

“—
| *We would love to know worshipped with us today, and if you are new, Pastor Karen would love to send you a note and be available to you. Click on the following link to fill out your connection card.*

Example Link:

<https://prodigalsporch.org/Connection-Card>

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03

POST-WORSHIP

- Online benediction



ONLINE BENEDICTION

- As worship comes to an end, host will make share important links one more time. We can send the link to the bulletin one more time as it will include all (or mosts) of the links they will need.

“

| *We are so thankful that you joined us for worship today! We truly hope you encountered God's presence and we hope to see you in person soon. If you missed any of the links, you can click on this link. See you next week!*

Example Link:

<https://prodigalsporchchurch.org/online-bulletin>

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TROUBLESHOOTING

- Technical Difficulties
- Things to Avoid



TECHNICAL DIFFICULTIES

- Refresh your browser. Sometimes a quick refresh fixes everything.
- If there is no sound, have a designated person who knows how to fix it.
- If the stream is having problems, you can redirect people to other platforms. Hospitality will then continue on that new platform.
- If no live streams are working, let stream room know and we have a plan to post something on social media letting people know.
- Always have your links document open and ready to use. Some parts of worship go by fairly quickly so you need to be prepared. Never be afraid to share that you missed something. It is better to share late than not share at all.
- If, in a random place during worship, people have questions about the order, answer their question succinctly and direct them to the bulletin. This will keep host from dealing with a million questions.

THINGS TO AVOID

- Avoid distractions nearby. It is easy to lose track of what is happening.
- Avoid ignoring questions. We want people to feel as welcome online as they would in person.
- While the sermon is taking place, avoid commenting. We want people to listen to the sermon and want to avoid as many distractions as possible.
- Avoid sharing people's names unless their name can be found in the bulletin. We want to protect our staff and volunteers as much as we can.

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05 LINKS PAGE

Open this document and have it readily accessible so that you can copy the following links at the correct time and post it to the streaming feed.



COPY/PASTE THE FOLLOWING

- **Prayer Request**
 - <https://prodigalsporchchurch.org/prayer-request>
- **Online Bulletin**
 - <https://prodigalsporchchurch.org/online-bulletin>
- **Connection Card**
 - <https://prodigalsporchchurch.org/connection-card>
- **Giving**
 - www.prodigalsporchchurch.org/give
- **Children and Youth Page**
 - <https://prodigalsporchchurch.org/children-%26-youth>

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06 THANK YOU

Thank you for everything you do! We know that God is using you as an important part of worship and are so thankful for your willingness to participate.

