

"First Time Experience at YOUR Church"

Step	Who	What	When	Leader's Notes
1	Parking Attendant	Identify vehicle as FTA or regular attendee as they enter and direct accordingly	30 minutes before service to 15 minutes after service starts	Could attempt to have regular attendee place a small sticker or church logo on the back of their mirror to differentiate them from FTAs if necessary
3	Parking Attendant	Directs everyone into a parking space. If an FTA, then greet them as the FTA exits their vehicle and ask them their name. Radio Golf Cart with the persons name and characteristics	30 minutes before service to 15 minutes after service starts	Parkers must not open the car door Need vest with logo Need earpieces Need flashlights with orange cones on them
4	Golf Cart	Pick-Up FTA and transport to the front entrance	30 minutes before service to 15 minutes after service starts	
5	Outdoor Greeter	Open door and greet everyone	15 minutes before service to 15 minutes after service begins.	
6	Indoor Greeter	Greet everyone	15 minutes before service to 15 minutes after service begins.	Encourage them to take initiative. This is one of the safety nets. Walk up and introduce yourself and as how long they have been coming to church. If you discover they are new, give them a welcome bag.

Step	Who	What	When	Leader's Notes
7	Greeter	Hand out weekly bulletin/worship guide to everyone	15 minutes before service to 15 minutes after service begins.	
8	Usher	As the sanctuary begins to fill up, assist everyone finding an open seat.	15 minutes before service. Remain in place until worship ends.	
9	Lead Pastor	Greet All Guests from Stage (Greet them as a whole...do not single anyone out) -Let them know about the guest prayer card that they an fill out and put in the offereing bucket. Let them know that there is a free gift for them at Connect Central, if they stop by after the service.		
10	Connect Central Attendant	Answer all questions that anyone may have. Greet guests who approach, give them a welcome bag.	15 minutes before service to 15 minutes after service begins. Then again, as soon as service is over to 15 minutes after service ends	
11	Follow-Up Care Minister	Call them within 48 hours. Mail Next Steps Invite (If no street address was given, send e-mail). Write a personal note based on the prayer request submitted.	Monday or Tuesday after the weekend	

Step	Who	What	When	Leader's Notes
12	Staff	Pray over FTAs	Staff Meeting	Make sure everyone realizes that it is a privilege to pray for our FTAs and treat their prayer requests with the utmost confidence.
13	Follow Up Care Minister	Invite FTA to Pastor's breakfast. Once their attendance is confirmed pass confirmations to Pastor's Breakfast Team	Friday or Saturday morning before Pastor's breakfast	
14	Follow-Up Pastors Breakfast Team	Pastor's breakfast is to meet Pastor, hear vision and connect relationally.	Sunday before worship service	
15	Follow-Up Growth Track	FTA discovers gift/passion results and what their 3 options are for connection (MinistryTeam, Membership, or Small Group)	Sunday before worship service, following the previous Pastor's breakfast	
16	Follow-Up Secretary/ Data Entry	Follow the FTA through correspondence until they complete Growth Track. Every step should be documented. Collect the information from each team leader.	up to 4 weeks from first visit	

