

Welcoming people to WCC Services

Thank you for agreeing to act as a welcomer for our services at Wantage Primary Academy. Here is a brief reminder of the duties this entails. Do please contact Andy White or anyone in the Connect team if you have any questions on, or suggestions for, improvements to these instructions.

On the way in

1. Arrive at the building no later than **10:00** so that you can join in the pre-meeting prayer.
2. Be at the front door no later than **10:15** and make sure that you are wearing a **Welcoming Team** lanyard from the Welcoming Team Folder
3. take some **Welcome** and **About Us** handouts from the **Welcoming Team Folder** (perhaps hold some in your hand).
4. Make sure the front doors are open as people approach the building.
5. Smile and say hello! If you don't already know them, introduce yourself.
6. If you know or find out that this is their first time (e.g. after asking "Do you know your way around?"):
 - a. Offer them a **Welcome** to our Service sheet and/or an **About Us** booklet.
 - b. Ask if they know anyone who already attends and if so take them to meet them in the Hall
 - c. If they don't know anyone (or the people they know are not present) then introduce them to someone else in the Hall (e.g. Connect Team member, Small Group leader or anyone who's friendly!)
 - d. Point them towards the refreshments.
7. If they are **new and have children** with them:
 - a. Offer them a **Welcome** to our Service sheet as this explains Sunday School and how to get to it.
 - b. Explain that they will be prompted to take their kids to Sunday school at the end of the worship session, sometime between 11:00 and 11:15.
 - c. Explain that they will be asked to collect their kids at the end of the service.
8. Offer everyone any other relevant literature from the **Welcoming Team Folder** (e.g. Street Pastors update).
9. Point them to the QR code to sign up for our weekly e-news.
10. At around **10:45** (or later if people are still arriving) put all handouts and lanyards back into the **Welcoming Team Folder** and then close the outer and inner door and come into the Hall.
11. The stewards will answer the doorbell during the service.

After the Service

12. Speak with those who are new and offer them refreshments.
13. Ask them open questions (e.g. "How did you hear about WCC?" "Have you been in the area a long time?")
14. Try not to speak too much. Respond to any questions they ask but then switch the focus back to them.
15. Try to introduce them to people with similar interests and/or backgrounds.

On the way out

16. Try to **say goodbye** to any people who are with us for the first time and ask them if they have any questions about the service.

Please note that the latest versions of this and other user guides for the running of WCC are available here <https://wantagecc.org.uk/userguides>.