

HOW DO U & YOUR CHURCH SAY

WELCOME

TO A VISITOR ?

# RECOVERING SINNERS™ SERIES

## MAKING A VISITOR FEEL WELCOME©

(VERSION 2.0)

**THANK YOU** for having an interest in making a visitor to your church feel welcome. Reaching out to visitors can be **easy** and **enjoyable**. This computerized seminar module is an overview of how to reach out to a visitor and help the visitor feel welcome at your church.

You may ask, “**Why is it important to make a visitor feel welcome?**” If a visitor to your church leaves a church service with the feeling that the church members did not care that he attended the service, he probably will **not** return.

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# WHERE TO GO

CLICK ON THE **ARROW** THAT POINTS TO THE ACTIVITY THAT YOU WANT TO DO

- I want to *learn how to use the control buttons* to move between the screens in this computerized seminar module.
- I want to *review the goals* of the Making A Visitor Feel Welcome<sup>®</sup> computer seminar module.
- I want to go to the *Table of Contents*.
- I am ready to *start learning* about making a visitor feel welcome at my church.

Click the **RETURN** control button to return to this screen.



# MAKING A VISITOR FEEL WELCOME<sup>©</sup>

## COMPUTER SEMINAR MODULE'S GOALS

- ▶ Identify what is a visitor and a visitor's value to a church.
- ▶ Explore biblical hospitality and how it can be a base for how a church member responds to a visitor.
- ▶ Encourage church members to greet a visitor.
- ▶ Explore how to treat a visitor as a guest.
- ▶ Provide suggestions on how to greet a guest.
- ▶ Provide suggestions on how to talk to a guest.

- ▶ Provide suggestions on how to involve a guest in the church activities.
- ▶ Provide opportunity for the viewer to review how his church can improve how it greets visitors.



# HOW TO MOVE AROUND IN THIS MODULE

**Please** read the w-readme.txt document that you received with this computerized seminar module. It contains instructions about using MAKING A VISITOR FEEL WELCOME<sup>®</sup> computerized training module and Adobe<sup>®</sup> Reader<sup>®</sup> 3.0.

There are three ways to move between the screens and sections in this module.

- 1. Control Buttons** - Use the control buttons at the bottom of each screen.
- 2. Table of Contents (TOC)** - From the **TOC**, move from section to section by clicking on the desired section's title in the **TABLE OF CONTENTS**.
- 3. Bookmarks** - When the bookmark feature is selected, on the **left** side of the screen is a list of the sections in this module. Each entry in the list is called a bookmark. You can go to the desired section by single clicking the mouse on the section's bookmark. The bookmark section can be resized to display more of each section's name.

# CONTROL BUTTONS

MOVE THE CURSOR TO THE CONTROL BUTTON FOR THE DESIRED ACTIVITY AND CLICK THE CONTROL BUTTON.

## GO TO CONTROL BUTTONS

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NEXT SCREEN -

- EXIT MODULE

PREVIOUS SCREEN -

 - *INDICATES U ARE AT THE END OF THE SECTION'S DATA*

# *SCREEN SIZE VIEWING OPTION*

## **VIEWING SCREEN SIZE -**

**View Screen Size** - The “**VIEW**” control button toggles between the **Full Screen view** and the **Bookmarks view**. This module opens in the **Bookmarks view**. The **Full Screen view** uses the full monitor screen to display the module’s material, and movement from screen to screen is accomplished by using the control buttons at the bottom of each screen. No Adobe® Reader® 3.0 control bars are displayed on the screen.

**Bookmarks view** - Movement from screen to screen can be controlled by clicking on the bookmarks that are displayed on the left side of the screen. This view has the smallest available area for displaying the module’s content, but it enables very easy movement between the module’s screens. The bookmark section can be made wider to display more of each section’s name. All Adobe® Reader’s® 3.0 control bars are available for use when in the **Bookmarks view**.



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- ▶ Last Assignment - Your evaluation
- ▶ Copyright, disclaimer, and legal stuff



# THANK YOU FOR VISITING MY CHURCH

Dear Visitor:

I am very glad you are visiting my church today. Even if I do not act friendly, I really do think you are important.

Sincerely yours,

A Caring Christian

How many of your church members' attitudes are described by the above message?



# WHAT IS A VISITOR

**VISITOR** n. - A person who pays a visit. (The Random House College Dictionary, 1979)

**VISIT** vt.- To go to and stay with (a person or family) or at (a place) for a short time...  
(The Random House College Dictionary, 1979)

A visitor to your church is typically looking for something which could be a place to belong, a new church home, spiritual answers, friendship, etc. A visitor could be a future leader of the church or a potential good friend. Reaching out to a visitor can payoff in a variety of ways, but you will not know how until after you reach out to the visitor.

Do not forget that a visitor is altering his normal activities to visit your church. Respect and honor the visitors' decision to visit your church.



# HOW DOES YOUR CHURCH RESPOND TO ITS VISITORS

(PLEASE WRITE YOUR ANSWERS TO THE FOLLOWING EIGHT QUESTIONS  
AND SAVE THEM FOR LATER USE.)

- ▶ On the average, how many visitors attend your church each week? How many of the visitors do you greet?
- ▶ In your opinion, what motivates a person to visit your church?
- ▶ Do you consider a person that is visiting your church to be a visitor or a special guest? Why?
- ▶ In your words, what needs to occur to help a person feel welcome at your church?

- ▶ Are signs arranged at your church so a visitor can use them to find the rooms to where he wants to go such as church office, welcome center, nursery, fellowship hall, auditorium, etc.?
- ▶ What are four typical ways that members of your church respond to a visitor?
- ▶ Why are the first and last impressions a visitor experiences when he visits your church?
- ▶ Pretend that Jesus is a member of your church. What are four things Jesus would do if he saw a visitor at your church?



# HOW DO U RESPOND TO VISITORS TO YOUR CHURCH

(PLEASE WRITE YOUR ANSWERS TO THE FOLLOWING FOUR QUESTIONS  
AND SAVE THEM FOR LATER USE.)

- ▶ Are you friendly to visitors at your church? Why?
- ▶ What do you do to help make a visitor feel welcome in your church?
- ▶ What do you need to change about your attitude so you will be a better greeter of visitors?
- ▶ What keeps you from viewing a visitor as a guest instead of a visitor?



# WHAT DO YOU THINK NEEDS TO BE DONE

You have agreed to help start a new church by being responsible for establishing the procedures that will make visitors know that the church is happy that they took the time to attend the church service.

1. List what the church members need to do that will make a visitor feel welcome.
2. List the activities that will be conducted after the visitor leaves the church service to remind the visitor that he is welcomed to visit another service.
3. Determine how the church members will be trained to welcome visitors.



# WHAT IS BIBLICAL HOSPITALITY

**HOSPITALITY** n. 1. The friendly reception and treatment of guests or strangers. 2. the quality or disposition of receiving and treating guests and strangers in a warm, friendly, generous way... (The Random House College Dictionary, cr. 1979.)

In biblical times, a person traveling did not have the benefit of motels scattered along the roads. An inn might be found in a town, otherwise, a traveler when looking for food and a place to spend the night had to depend on a person inviting the traveler to spend the night in his home. It was considered to be an honor to receive a visitor and provide for his needs and the needs of his animals.

In the Old Testament, there are several references to biblical characters greeting visitors in their homes and biblical characters being cared for as they traveled. Sometimes the travelers referred to in the experiences recorded in the Old Testament were angels.

## READ BIBLICAL HOSPITALITY SCRIPTURE

Please take the time to read several Bible verses to learn more about how people in the Bible greeted visitors. As you read the Bible verses, create a list of what you believe are traits of biblical hospitality.

Click this **SCRIPTURE** control button, and you will go to a list of Old Testament Bible and New Testament Bible passages that contain information about how the people in the Bible treated strangers (aliens), widows, and orphans.

If you want to return to the Bookmarks View mode after reading the Bible passages, click the **Bookmarks** control button.

Matthew 25:34-40 (NASB).

35. ...I was a stranger & you invited me in...

40. ...I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me.

It is very clear what Jesus' opinion is about the way a person treats a stranger. When a person treats a stranger in a bad way, he is also treating Jesus in a bad way, and when a person is nice to a stranger, he is treating Jesus in a nice way. The focus is on what is done.

What does this say about how a Christian is to treat a person that visits his church?



# **GREETING A VISITOR IN THE SPIRIT OF BIBLICAL HOSPITALITY**

It seems proper that the hospitality a church member extends to a visitor should be in keeping with the spirit of the hospitality demonstrated by people in the Bible toward a stranger.

Based on the Bible verses you read about biblical hospitality, write on a sheet of paper at least four traits of biblical hospitality that should be considered by churches as they develop the procedures that will be used to respond to visitors.

Go to the next screen and compare the list of biblical hospitality traits to your list.



# TRAITS OF BIBLICAL HOSPITALITY

1. A stranger, widow, or orphan must be helped, because they cannot fully take care of themselves.
2. A stranger is important.
3. It is an honor to help a stranger.
4. Be concerned for the welfare of a stranger.
5. Put forth an effort to provide for the welfare of a stranger.
6. Share the hospitality of your home with a stranger.
7. Help a stranger, because someday you may be the person that needs help.
8. Help a stranger, because you never know whom you are helping. The stranger may be an angel.

The teachings in the Bible support treating every person with dignity and respect. Each person is to show his concern for his community by helping his neighbor.

At the stranger's home, he may have all the support network and resources he needs, but when he is away from his home, his resources are reduced. This is why, when he is a stranger, he may need a helping hand.



# ATTITUDES THAT WILL HELP ME TREAT A STRANGER WITH BIBLICAL HOSPITALITY

- ▶ A stranger is important.
- ▶ It is an honor to help a stranger.
- ▶ Hospitality will be shown to a stranger.
- ▶ The needs of the stranger will be identified and effort made to provide for the needs.
  
- ▶ As a Christian, I will:
  - ▶ Be concerned about the welfare of a stranger.
  - ▶ Put forth an effort to provide for the welfare of a stranger.
  - ▶ Help a stranger, because someday I may be the person that needs help.
  - ▶ Help a stranger, because the stranger could be an angel or a future friend.

When a visitor appears at your church, he is a stranger and may need a helping hand from a church member. Try to remember the times you were at a church, store, etc. for the first time. Did you know where to go or what to do? Try to look at situations from the view point of the first time visitor.

Why should you reach out to a visitor?

Because you are concerned!  
(Are you?)



# WHAT IS A GUEST

**GUEST** n. 1. a person who receives hospitality at another person's home. 2. a person who receives the hospitality of a club, a city, or the like... (The Random House College Dictionary, 1979.)

To make a person a guest instead of a visitor requires focusing on the quality of the visit. Effort is to be made to make the guest feel very special and important.

The question is, **“What needs to be done to make a visitor feel like a guest?”** Effort has to be made to cause the visitor to feel that he is a guest. This does not happen by accident.

By your actions, you will attempt to get the person to return to the church for more visits so he will become a participating member of the church.

Be proud that the person decided to visit your church.



# A VISITOR OR A GUEST

A church without visitors is a church with a **limited future**. When a visitor attends a church service, he has altered his behavior pattern and included the church in his life for that day. Each church member should be very proud that the visitor has decided to visit his church.

A person can be viewed as a visitor, but a better idea is to view him as a **guest**. Treating the person as a guest indicates the person is important and an effort will be made to make him feel important and welcome.

A person that receives a warm and friendly greeting will have a positive first impression of the church. Extending a warm and friendly greeting to a guest is laying the foundation for the guest to have a good visit.

A Christian when he treats a person as a guest is **truly** loving your neighbor as yourself.



# OBJECTIVES OF A CHURCH MEMBER AS HE REACHES OUT TO A GUEST

- ▶ Identify each guest at each church service and activity.
- ▶ Greet and talk to each guest.
- ▶ Obtains information about each guest and identify why the guest is visiting the church.
- ▶ Identify questions each guest has and provides as many answers as possible.
- ▶ Make the effort too not embarrassed a guest by the activities the members use to greet and assist the guest.
- ▶ Put forth the effort to make each guest feel important.



# HELPING A GUEST FEEL WELCOME IS NOT AN ACCIDENT

To make a guest feel welcome requires a deliberate effort by the church members. Church members that reach out to a guest has to believe that it is important to make the guest feel welcome, and they will place a priority on reaching out to a guest. This may mean that they will have to alter their behavior patterns so they will talk with the guest and when possible include the guest in their social activities.

Talking with the guest may mean that the church member has to **plan** to not be in a hurry to leave the church after the service is over if he wants to have the time to spend with the guest.

Inviting a guest to your home for a meal is a great way to indicate to the guest that he is important.

The fact that you invited him to eat with you does say to the guest, “**You are important.**”



# GUEST HOSPITALITY WELCOME CENTER

Have you ever thought about developing a **Guest Hospitality Center** at your church? After the church service is over, guests are invited to go to the Guest Hospitality Center to enjoy some refreshments and meet the church staff and key church leaders.

The room can be set-up for greeting guests or it can be the church's Fellowship Hall. The refreshments can be as simple as cookies and something to drink. The key is to provide the guest with an opportunity to be treated in a special way and be given the opportunity to meet church leaders.

Yes, it does take some planning to have the refreshments available for any guests that attend a church service. Some church leaders will need to plan to be available to meet with the guests. The church leaders can develop a schedule identifying which leaders will be available for participating in the Guest Hospitality Center activities.

Do not be concerned that some guest will decide to not go to the Guest Hospitality Center after a church service. Focus on the guest that will go to the Guest Hospitality Center.



# KNOW WHAT IT FEELS LIKE TO BE A VISITOR

A good way to find out what a guest can experience is to attend several churches where no one that attends the churches knows you. Leave it up to the church members to initiate all the efforts to approach you and find out information about you.

Do not go out of your way to be overly friendly when you attend the churches. An overly friendly person will get a different response from church members. The person that is quiet is harder for church members to approach and generate a conversation.

You can really surprise a church by visiting a church's Sunday night or Wednesday night services. Normally these services do not have any planned effort to greet a visitor.

After visiting each church, evaluate how well the church members made you feel welcome and how easy was it for you to find where you needed to go in the church building(s).



# RECOGNIZING OR EMBARRASSING A GUEST

**Care** needs to be exercised when recognizing guests, because the process of recognizing guests used by some churches does make some people feel very uncomfortable. Some guests do not like the attention that is focused on them in the process of recognizing them.

Give the guests the option to participate in the welcoming activities. Embarrassed guests will probably not be future guests of the church.



# **GREETING GUESTS DURING SUNDAY MORNING WORSHIP SERVICE**

A smile, a “Welcome to my church” greeting, and a warm handshake are simple and effective ways to help guests feel good.

There are several ways churches recognize guests during the Sunday morning worship service and ask the guests to fill out a Visitor Card. Often if a Visitor Card is not filled out by the guests, there is no written record of the guest’s visit and information that can be used to contact the guests.

Some churches have a time at the beginning of the Sunday morning worship service during which the congregation greets each other to the tune of a peppy song. This type of greeting can be ineffective if the “warm” church members ignore the guests after the benediction prayer.

Some churches recognize guests by asking:

- ▶ Guests to stand up and the church members remain seated.
- ▶ Church members to stand up and the guests to remain seated.
- ▶ Guests raise a hand.
- ▶ Guests to find a visitor card in a pocket on the pew and fill it out  
(Assume there are Visitor Cards are in the pew pocket).

There are a variety of ways that are used by churches to greet guests. It seems that each way will work at some churches and not work at other churches. What works at your church will depend on the attitudes and human relationship skills of the church leaders and church members.

Use your imagination to plan a procedure for greeting guests at your church that will make the guests feel welcome.

The atmosphere created by the person that is leading the recognition of the guests during the service is very important to establishing the attitude the guest will have toward the process of recognizing guests. Also, church members that consider it an honor for a person to visit their church will demonstrate a warm attitude toward the guest.

The effectiveness of how a church greets a guest depends on the value church members place on greeting a guest, and how well the members are trained to greet a visitor. If the church members are trained to effectively greet guests, guests will be made to feel welcome.

A guest expects the pastor to greet them and act friendly. What will impress a guest are the church members greeting him?

Each church member should feel very proud that the visitor has decided to visit his church.



# WHEN AND WHERE TO GREET A GUEST

The Sunday School class and the Sunday morning worship service are the two most common times a guest will visit a church. Church members should be looking for a guest at any church service or church activity.

An effective procedure for greeting guests is to look like the church does not have an organized effort. If several church members using their unique personalities will greet a guest, their individual ways will leave a good impression on the guest. The guest will feel that people were glad that he attended the church.

When greeting a guest, make sure the guest receives information about the church and one of the greeters obtain the guest's name, address, telephone number, and other needed personal information.



# SOME FACTORS THAT INFLUENCE A GUEST FEELING WELCOME

- ▶ The number of people that talked to him.
- ▶ The sincerity of the people that talked to him.
- ▶ The way people helped him get to the places in the church that he needed to go.
- ▶ People answering his questions.
- ▶ People inviting him to attend other church services.
- ▶ Follow-up contacts by church members after he visited the church.



# **HELP! I AM NOT SURE WHERE I AM SUPPOSED TO GO**

The guest at a church may not know any people at the church or the location of the auditorium, restrooms, classrooms, etc. He will be ignorant of things about the church that church members take for granted.

Yes, some guests will feel uncomfortable asking a stranger a question. If a guest is acting like he is puzzled or lost, a concerned church member will try to identify the guest's problem and help solve the problem.

Even if the guest does not have a question, the church member will have made a contact with the guest. From the conversation, the guest will know the church member was concerned about him.



# ARE CHURCH MEMBERS FRIENDLY TO GUESTS

The opinion a church member has about how "warm" his church is to guests depends on how the church member is treated by church members. The opinion has nothing to do with how church members treat guests.

A church member may believe his church is warm and friendly because:

- ▶ He has attended the church for many years.
- ▶ His relatives attend the church.
- ▶ Friends attend the church.
- ▶ Fellow workers attend the church.
- ▶ He is comfortable attending the church.

A church member can feel that their church is friendly when a guest will feel that the church was unfriendly to them. “**What causes this difference of opinion?**” is a good question to be answered. Caution! You may not feel comfortable with the true answer.



# ***FIRST AND LAST IMPRESSIONS ARE IMPORTANT***

Although everything that occurs during a church service influences the attitude the guest will have toward the church, the first and last impressions the guest receives at the church service are important.

***FIRST IMPRESSION*** The **feelings** that the guest experiences when he enters the church building sets the attitude that he will take to the rest of the church service. A guest that receives a friendly greeting will be more receptive to what is said and done in the church service.

***LAST IMPRESSION*** It is important that the guest leaves the church building with someone having extended a friendly good-bye to him that **THANKS** him for attending the service and invites him to attend another church service.

He will be thinking,

**“They want me to come back.”**

He will say,

**“I will.”**

**YEA! YOU WIN, YOUR CHURCH WINS,  
THE GUEST WINS, AND  
MOST IMPORTANT *GOD* WINS.**



# **IT IS HARD TO TALK TO A STRANGER!**

# **ARE YOU SURE?**

Carrying on a conversation with a person you have just met or know very little about can be difficult for many people. Asking a few casual questions about where the guest lives, his work, and his family will give you interesting data about the guest. It is common that a connection between you and the guest will be found.

A quick and easy way to get a person thinking that you are a nice person and interested in him is to get the person talking about himself.

After each service, try to meet and talk with a guest. If there is time, try to get to know something about the guest. Putting forth the effort to talk to the guest actually shows the guest that he is important.

When possible, introduce the guest to another church member that is near the guest's age. The introduction will help develop another connection to the church for the guest.



# REASONS FOR TALKING TO A GUEST

Keep in perspective why you are talking to the guest and focus the conversation on the guest and not on yourself. If you talk to much about yourself, you can turn-off the guest's willingness to listen to you.

Sometimes guests will not want to talk while other times guests will be very willing to talk with you. Your job is to put forth the effort to meet the guest without regard to how much the guest will talk.

Reasons for talking to the guest are:

- ▶ Help the guest feel welcome.
- ▶ Meet the guest.
- ▶ Answer any questions the guest may have.
- ▶ Demonstrate by your actions that the guest is important.
- ▶ Invite the guest to attend another church service.
- ▶ Allow the guest meet you.
- ▶ Introduce the guest to other church members.



# WHAT TO SAY IN A CONVERSATION WITH A GUEST

- ▶ Introduce yourself to the guest.
- ▶ Ask for the guest's name, and write the name down so you can remember it.
- ▶ Ask what is the guest's purpose for visiting the church.
- ▶ Find out if the guest has children and their names.
- ▶ Ask about the types of work the guest does to earn a living and introduce the guest to church members that are involved in similar types of work.
- ▶ When the guest has children, introduce the children to children/youth that attend the church.

- ▶ Ask if the guest has any questions about the church and its activities.
- ▶ Invite the guest to come back and attend other church activities.
- ▶ Follow up the visit with a brief phone call in a couple of days.



# **STAY AROUND AFTER THE CHURCH SERVICE IS OVER SO YOU CAN VISIT WITH THE GUESTS**

You need to plan to stay at church for fifteen minutes after the service is over so you will have the time you need to visit with one or two guests. Some of the guests may not want to stay for a few minutes to visit with you, but some guests will be willing to stay and visit with you.

During the church service, sit in a location that will enable you to spot guests and put you in a location to intercept them as they leave the service.

Look for guests and decide whom you will talk too after the service. It will be a wonderful time when there is a need to coordinate who will talk with which guest, because there are so many guests.

Several church members can form a “Goodby Squad” which will focus on visiting with guests after the service is over. This committee can help form the “Last Impression” a guest will have of the church.



# WAYS PERSONAL INFORMATION IS OBTAINED FROM GUESTS

1. Visitor Card is filled out by the guest in a Sunday School class.
2. Visitor Card is filled out by guest in the Sunday morning worship service.
3. Church members ask guests for the information and write it down. This can happen at any church service or activity. A good idea is to have access to Visitor Cards at all church activities. Use the Visitor Cards to record the information.



# FOLLOW-UP ACTIVITIES

1. Call the guest.
2. Send a letter to the guest.
3. Visit the guest.
4. Combination of telephone calls, letters, and personal visit.

It is a good idea to contact a guest a couple of days after he has visited the church. The follow-up activity will help enforce the idea that the church members are happy that the person visited the church.

It will be good if a person that actually talked with the guest will contact the guest. It will not hurt if at least two church members will contact the guest.

Do not be concerned about over contacting the guest. Yes, some people will not like to receive several calls from the “church,” but many guests will appreciate the attention and the demonstrated interest in them.

If the guest has not returned to visit the church in two or three weeks, contact the guest to find out if there are any questions he may have or anything the church can do for him. This effort will re-enforce the concern the church members have in the guest.



# GETTING A GUEST INVOLVED IN CHURCH ACTIVITIES

Yes, it does take time to respond to a guest the day of his visit to the church and perform the follow-up activities. Each guest will become a member of the church, but it can be guaranteed that a guest will become a member of the church if the church members do not reach out to the guest.

Be sure to contact the guest and inform him of the church services and activities that will occur in the next few weeks.

When possible, invite a guest to be **your personal** guest at a church service or activity.

When a guest that you know attends a church service or activity, make sure you talk with the guest and THANK him for taking the time to attend.



# GETTING A GUEST INVOLVED WITH CHURCH MEMBERS

The more church members a guest gets to know will improve the possibility that the guest will join the church.

Invite a guest to attend a church activity as your guest. Introduce the guest to the church members that are about the guest's age and have similar interest.

Invite the guest and several church members to your home for an informal meal.

Invite the guest and a church family to eat a meal at a fast food restaurant with your family.



# **INCREASING THE CHANCES THAT THE GUEST WILL RETURN FOR ANOTHER VISIT**

You cannot make a guest return for another visit to the church, but you can do things that will cause him to want to return for another visit.

The more church members that the guest meets increases the chances that the guest will want to return to the church for another visit.

Identify the reason that caused the guest to visit your church, and then take appropriate action to respond to the person's reason for attending your church.



# INFORMATION BROCHURE ABOUT THE CHURCH AND ITS ACTIVITIES

A good representative of the church is a well-designed information brochure that can be given to guests. A well-designed brochure can answer many questions a guest will have about the church. If you are uncomfortable about designing a brochure, there are books at your local library that will help you design the brochure.

A good computer word processor or desktop publishing software will give you the abilities to create a good-looking brochure. Colored paper with black ink can be used to create attractive printed material. A scanner can be used to convert a picture to a computer usable image which will enable pictures to be included in the brochure.

The copy (words) used in the brochure should be developed by someone that is a trained writer. It may be a good idea to pay a copy writer to develop the copy for the first brochure.

With good planning, the brochure can be printed on the church's copy machine. This way the brochure can be updated and new brochures can be printed as needed. It will be a good idea to take the planned brochure to a printing company to find out how much it will charge to print the brochure. A printing company will be cheaper than using a copy machine, but the copy machine may provide more flexibility.

**KEEP THE BROCHURE UP TO DATE!**



# TIME TO ROLE PLAY: YOU GREETING A GUEST

It is time to practice greeting a guest. You can invite a couple to your home to practice with you. A couple is suggested so you can practice with a male and female. They can evaluate your greeting skills. It will even be better if the couple has a couple of children. When practicing, be yourself. Let your personality show through your approach to greeting a guest.

Review the content of the section, **WHAT TO SAY IN A CONVERSATION WITH A GUEST**. Use your imagination to determine other questions that you can use to greet a guest.



# HOW WOULD JESUS CHRIST RESPOND TO A GUEST

It is a big challenge, but a Christian should conduct himself in the same way that Jesus Christ would in the same situation. Let's consider a "what if" situation. Jesus Christ is a member of your church. Jesus Christ sees a guest. How do you think Jesus Christ will respond to the guest? Are you supposed to do anything less than what you think Jesus Christ would do?

Keep in mind the message found in Matthew 25:34-40.

Matthew 25:34-40 (NASB).

35. ...I was a stranger & you invited me in...

40. ...I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me.

Greeting a guest is the same as greeting Jesus Christ!



# REVIEW YOUR ANSWERS

At the beginning of this computerized seminar module, you were asked to write your answers to the questions in the sections titled, **“How does your church react to its visitors”** and **“How do U react to visitors to your church?”** Please answer the questions a second time and compare the second set of answers to your first set of answers. If you have changed any of the answers, **WHY** did you change the answers?

If you are not sure how to return to the sections titled, **“How does your church respond to its visitors”** and **“How do U respond to visitors to your church,”** you can go to the sections using the **“Table Of Contents”** or the **“Bookmarks.”**

Use the **“Table Of Contents”** or **“Bookmarks”** to return to this section, **“Review Your Answers.”**

You have compared your two sets of answers. Please write your answers to the following two questions.

1. What are you planning to do that will enable you to be a great greeter of guests at your church?
2. What are you going to do that will help other church members become great greeters of guests?

Please make a copy of your answers to the two previous questions and send the copy to Dale Lee by e-mail or letter. The addresses are located at the end of the module. Dale is interested in learning how different people will approach these two situations at their respective churches.



# WHAT ARE YOU GOING TO DO

It is time for you to determine how you can provide the best leadership in helping your church better greet guests. You can ask a few of your friends to form a “Greet The Guest” club. The Greet The Guest club will focus on saying “hello” to guests with a smile and saying “goodby” to the guests with a smile.

At first the members of the club may feel uncomfortable greeting and visiting with the guests, but with practice, they will start to enjoy greeting the guests. Actually greeting guests will improve the techniques the club members use to greet guests.

Do not forget what Jesus said about reaching out to strangers. **You are reaching out to Jesus when you reach out to a guest!**



**WHAT YOU DO IS UP TO YOU!**

# **GO AND GREET A GUEST**

If you cannot find a guest to greet, greet a church member that you do not know or is just an acquaintance to you.

*Greeting a guest is really being friendly.*



**WHO TO CONTACT IF YOU HAVE ANY  
QUESTIONS OR COMMENTS  
ABOUT THIS MODULE**

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LEE CLOWNING MINISTRY*



# **I AM FINISHED REVIEWING THE MODULE MAKING A VISITOR FEEL WELCOME®**

(VERSION 2.0)

You can use your imagination and creativity to combine the ideas contained in the Making A Visitor Feel Welcome® computer seminar module to form an organization and procedures that will be effective at your church. Your “want 2” combined with the power of the Holy Spirit will enable you to do things you may think may not be possible. Commit yourself to listening to the Holy Spirit.

**THANK YOU** for reviewing this computerized seminar module.



# LAST ASSIGNMENT - YOUR EVALUATION

Evaluation of the making A Visitor Feel Welcome module can be done in two ways.

1. Put into practice the concepts contained in this module.
2. Complete the evaluation form and send it to Dale Lee.

( Due to changes being made to this module, instructions for completing the evaluation form are currently not included in the module. )



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# **ACTS OF HOSPITALITY IN THE BIBLE**

## **SCRIPTURE PASSAGES**

Read the following Bible passages to gain a view of what the Bible says about people extending hospitality to other people. The list of Bible passages does not include all passages in the Bible that could be listed.

Throughout the Old Testament, the people were reminded that they had been slaves in Egypt, and they should remember their slavery through reaching out to help strangers (aliens), widows, and orphans.

The word, visitor, can often be substituted for the word, stranger.

To go to a specific Bible passage, click on the Bible passage. Use the control buttons at the bottom of each screen to move around in this document. To return to this screen, click the control button.

The Bible passages contained in this document are:

### **OLD TESTAMENT**

**Genesis 18:1-8**  
**Genesis 19:1-8**  
**Genesis 24:17-33**  
**Exodus 22:21-24**  
**Exodus 23:9**  
**Deuteronomy 10:18-19**  
**Deuteronomy 24:17-22**  
**1 Kings 17:8-24**  
**Jeremiah 22:3**  
**Malachi 3:5**

### **NEW TESTAMENT**

**Matthew 25:32-46**  
**Luke 7:36-40, 43-50**  
**Luke 9:1-5**  
**Luke 10:1-17**  
**Luke 19:1-7**  
**Romans 12:13-16**  
**Hebrews 13:1-2**  
**1 Timothy 3:2-3**  
**1 Timothy 5:10**  
**Titus 1:7-9**  
**1 Peter 4:8-9**

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## OLD TESTAMENT

### Genesis 18:1-8

1 Now the LORD appeared to him by the oaks of Mamre, while he was sitting at the tent door in the heat of the day.

2 And when he lifted up his eyes and looked, behold, three men were standing opposite him; and when he saw them, he ran from the tent door to meet them, and bowed himself to the earth,

3 and said, "My lord, if now I have found favor in your sight, please do not pass your servant by.

4 "Please let a little water be brought and wash your feet, and rest yourselves under the tree;

5 and I will bring a piece of bread, that you may refresh yourselves; after that you may go on, since you have visited your servant." And they said, "So do, as you have said."

6 So Abraham hurried into the tent to Sarah, and said, "Quickly, prepare three measures of fine flour, knead it, and make bread cakes."

7 Abraham also ran to the herd, and took a tender and choice calf, and gave it to the servant; and he hurried to prepare it.

8 And he took curds and milk and the calf which he had prepared, and placed it before them; and he was standing by them under the tree as they ate.

## Genesis 19:1-8

1 The two angels came to Sodom in the evening, and Lot was sitting in the gateway of Sodom. When Lot saw them, he rose to meet them, and bowed down with his face to the ground.

2 He said, "Please, my lords, turn aside to your servant's house and spend the night, and wash your feet; then you can rise early and go on your way." They said, "No; we will spend the night in the square."

3 But he urged them strongly; so they turned aside to him and entered his house; and he made them a feast, and baked unleavened bread, and they ate.

4 But before they lay down, the men of the city, the men of Sodom, both young and old, all the people to the last man, surrounded the house;

5 and they called to Lot, "Where are the men who came to you tonight? Bring them out to us, so that we may know them."

6 Lot went out of the door to the men, shut the door after him,

7 and said, "I beg you, my brothers, do not act so wickedly.

8 Look, I have two daughters who have not known a man; let me bring them out to you, and do to them as you please; only do nothing to these men, for they have come under the shelter of my roof."

## Genesis 24:17-33

17 Then the servant ran to meet her and said, "Please let me sip a little water from your jar."

18 "Drink, my lord," she said, and quickly lowered her jar upon her hand and gave him a drink.

19 When she had finished giving him a drink, she said, "I will draw for your camels also, until they have finished drinking."

20 So she quickly emptied her jar into the trough and ran again to the well to draw, and she drew for all his camels.

21 The man gazed at her in silence to learn whether or not the LORD had made his journey successful.

22 When the camels had finished drinking, the man took a gold nose-ring weighing a half shekel, and two bracelets for her arms weighing ten gold shekels,

23 and said, "Tell me whose daughter you are. Is there room in your father's house for us to spend the night?"

24 She said to him, "I am the daughter of Bethuel son of Milcah, whom she bore to Nahor."

25 She added, "We have plenty of straw and fodder and a place to spend the night."

26 The man bowed his head and worshiped the LORD

27 and said, "Blessed be the LORD, the God of my master Abraham, who has not forsaken his steadfast love and his faithfulness toward my master. As for me, the LORD has led me on the way to the house of my master's kin."

28 Then the girl ran and told her mother's household about these things.

29 Rebekah had a brother whose name was Laban; and Laban ran out to the man, to the spring.

30 As soon as he had seen the nose-ring, and the bracelets on his sister's arms, and when he heard the words of his sister Rebekah, "Thus the man spoke to me," he went to the man; and there he was, standing by the camels at the spring.

31 He said, "Come in, O blessed of the LORD. Why do you stand outside when I have prepared the house and a place for the camels?"

32 So the man came into the house; and Laban unloaded the camels, and gave him straw and fodder for the camels, and water to wash his feet and the feet of the men who were with him.

33 Then food was set before him to eat; but he said, "I will not eat until I have told my errand." He said, "Speak on."

### **Exodus 22:21-24**

21 You shall not wrong or oppress a resident alien, for you were aliens in the land of Egypt.

22 You shall not abuse any widow or orphan.

23 If you do abuse them, when they cry out to me, I will surely heed their cry;

24 my wrath will burn, and I will kill you with the sword, and your wives shall become widows and your children orphans.

### **Exodus 23:9**

9 You shall not oppress a resident alien; you know the heart of an alien, for you were aliens in the land of Egypt.

### **Deuteronomy 10:18-19**

18 who executes justice for the orphan and the widow, and who loves the strangers, providing them food and clothing.

19 You shall also love the stranger, for you were strangers in the land of Egypt.

## Deuteronomy 24:17-22

17 You shall not deprive a resident alien or an orphan of justice; you shall not take a widow's garment in pledge.

18 Remember that you were a slave in Egypt and the LORD your God redeemed you from there; therefore I command you to do this.

19 When you reap your harvest in your field and forget a sheaf in the field, you shall not go back to get it; it shall be left for the alien, the orphan, and the widow, so that the LORD your God may bless you in all your undertakings.

20 When you beat your olive trees, do not strip what is left; it shall be for the alien, the orphan, and the widow.

21 When you gather the grapes of your vineyard, do not glean what is left; it shall be for the alien, the orphan, and the widow.

22 Remember that you were a slave in the land of Egypt; therefore I am commanding you to do this.

## 1 Kings 17:8-24

8 Then the word of the LORD came to him, saying,

9 "Go now to Zarephath, which belongs to Sidon, and live there; for I have commanded a widow there to feed you."

10 So he set out and went to Zarephath. When he came to the gate of the town, a widow was there gathering sticks; he called to her and said, "Bring me a little water in a vessel, so that I may drink."

11 As she was going to bring it, he called to her and said, "Bring me a morsel of bread in your hand."

12 But she said, "As the LORD your God lives, I have nothing baked, only a handful of meal in a jar, and a little oil in a jug; I am now gathering a couple of sticks, so that I may go home and prepare it for myself and my son, that we may eat it, and die."

13 Elijah said to her, "Do not be afraid; go and do as you have said; but first make me a little cake of it and bring it to me, and afterwards make something for yourself and your son.

14 For thus says the LORD the God of Israel: The jar of meal will not be emptied and the jug of oil will not fail until the day that the LORD sends rain on the earth."

15 She went and did as Elijah said, so that she as well as he and her household ate for many days.

16 The jar of meal was not emptied, neither did the jug of oil fail, according to the word of the LORD that he spoke by Elijah.

17 After this the son of the woman, the mistress of the house, became ill; his illness was so severe that there was no breath left in him.

18 She then said to Elijah, "What have you against me, O man of God? You have come to me to bring my sin to remembrance, and to cause the death of my son!"

19 But he said to her, "Give me your son." He took him from her bosom, carried him up into the upper chamber where he was lodging, and laid him on his own bed.

20 He cried out to the LORD, "O LORD my God, have you brought calamity even upon the widow with whom I am staying, by killing her son?"

21 Then he stretched himself upon the child three times, and cried out to the LORD, "O LORD my God, let this child's life come into him again."

22 The LORD listened to the voice of Elijah; the life of the child came into him again, and he revived.

23 Elijah took the child, brought him down from the upper chamber into the house, and gave him to his mother; then Elijah said, "See, your son is alive."

24 So the woman said to Elijah, "Now I know that you are a man of God, and that the word of the LORD in your mouth is truth."

### **Jeremiah 22:3**

3 Thus says the LORD: Act with justice and righteousness, and deliver from the hand of the oppressor anyone who has been robbed. And do no wrong or violence to the alien, the orphan, and the widow, or shed innocent blood in this place.

### **Malachi 3:5**

5 Then I will draw near to you for judgment; I will be swift to bear witness against the sorcerers, against the adulterers, against those who swear falsely, against those who oppress the hired workers in their wages, the widow and the orphan, against those who thrust aside the alien, and do not fear me, says the LORD of hosts.

## NEW TESTAMENT

### Matthew 25:32-46

32 All the nations will be gathered before him, and he will separate people one from another as a shepherd separates the sheep from the goats,

33 and he will put the sheep at his right hand and the goats at the left.

34 Then the king will say to those at his right hand, 'Come, you that are blessed by my Father, inherit the kingdom prepared for you from the foundation of the world;

35 for I was hungry and you gave me food, I was thirsty and you gave me something to drink, I was a stranger and you welcomed me,

36 I was naked and you gave me clothing, I was sick and you took care of me, I was in prison and you visited me.'

37 Then the righteous will answer him, 'Lord, when was it that we saw you hungry and gave you food, or thirsty and gave you something to drink?

38 And when was it that we saw you a stranger and welcomed you, or naked and gave you clothing?

39 And when was it that we saw you sick or in prison and visited you?'

40 And the king will answer them, 'Truly I tell you, just as you did it to one of the least of these who are members of my family, you did it to me.'

41 Then he will say to those at his left hand, 'You that are accursed, depart from me into the eternal fire prepared for the devil and his angels;

42 for I was hungry and you gave me no food, I was thirsty and you gave me nothing to drink,  
43 I was a stranger and you did not welcome me, naked and you did not give me clothing, sick  
and in prison and you did not visit me.'

44 Then they also will answer, 'Lord, when was it that we saw you hungry or thirsty or a  
stranger or naked or sick or in prison, and did not take care of you?'

45 Then he will answer them, 'Truly I tell you, just as you did not do it to one of the least of  
these, you did not do it to me.'

46 And these will go away into eternal punishment, but the righteous into eternal life."

## Luke 7:36-40, 43-50

36 One of the Pharisees asked Jesus to eat with him, and he went into the Pharisee's house and took his place at the table.

37 And a woman in the city, who was a sinner, having learned that he was eating in the Pharisee's house, brought an alabaster jar of ointment.

38 She stood behind him at his feet, weeping, and began to bathe his feet with her tears and to dry them with her hair. Then she continued kissing his feet and anointing them with the ointment.

39 Now when the Pharisee who had invited him saw it, he said to himself, "If this man were a prophet, he would have known who and what kind of woman this is who is touching him--that she is a sinner."

40 Jesus spoke up and said to him, "Simon, I have something to say to you." "Teacher," he replied, "Speak."

43 Simon answered, "I suppose the one for whom he canceled the greater debt." And Jesus said to him, "You have judged rightly."

44 Then turning toward the woman, he said to Simon, "Do you see this woman? I entered your house; you gave me no water for my feet, but she has bathed my feet with her tears and dried them with her hair.

45 You gave me no kiss, but from the time I came in she has not stopped kissing my feet.  
46 You did not anoint my head with oil, but she has anointed my feet with ointment.  
47 Therefore, I tell you, her sins, which were many, have been forgiven; hence she has shown great love. But the one to whom little is forgiven, loves little."  
48 Then he said to her, "Your sins are forgiven."  
49 But those who were at the table with him began to say among themselves, "Who is this who even forgives sins?"  
50 And he said to the woman, "Your faith has saved you; go in peace."

### **Luke 9:1-5**

1 Then Jesus called the twelve together and gave them power and authority over all demons and to cure diseases,  
2 and he sent them out to proclaim the kingdom of God and to heal.  
3 He said to them, "Take nothing for your journey, no staff, nor bag, nor bread, nor money--not even an extra tunic.  
4 Whatever house you enter, stay there, and leave from there.  
5 Wherever they do not welcome you, as you are leaving that town shake the dust off your feet as a testimony against them."

## Luke 10:1-17

- 1 After this the Lord appointed seventy others and sent them on ahead of him in pairs to every town and place where he himself intended to go.
- 2 He said to them, "The harvest is plentiful, but the laborers are few; therefore ask the Lord of the harvest to send out laborers into his harvest.
- 3 Go on your way. See, I am sending you out like lambs into the midst of wolves.
- 4 Carry no purse, no bag, no sandals; and greet no one on the road.
- 5 Whatever house you enter, first say, 'Peace to this house!'
- 6 And if anyone is there who shares in peace, your peace will rest on that person; but if not, it will return to you.
- 7 Remain in the same house, eating and drinking whatever they provide, for the laborer deserves to be paid. Do not move about from house to house.
- 8 Whenever you enter a town and its people welcome you, eat what is set before you;
- 9 cure the sick who are there, and say to them, 'The kingdom of God has come near to you.'
- 10 But whenever you enter a town and they do not welcome you, go out into its streets and say,
- 11 'Even the dust of your town that clings to our feet, we wipe off in protest against you. Yet know this: the kingdom of God has come near.'
- 12 I tell you, on that day it will be more tolerable for Sodom than for that town.
- 13 "Woe to you, Chorazin! Woe to you, Bethsaida! For if the deeds of power done in you had been done in Tyre and Sidon, they would have repented long ago, sitting in sackcloth and ashes.

14 But at the judgment it will be more tolerable for Tyre and Sidon than for you.

15 And you, Capernaum, will you be exalted to heaven? No, you will be brought down to Hades.

16 "Whoever listens to you listens to me, and whoever rejects you rejects me, and whoever rejects me rejects the one who sent me."

17 The seventy returned with joy, saying, "Lord, in your name even the demons submit to us!"

### **Luke 19:1-7**

- 1 He entered Jericho and was passing through it.
- 2 A man was there named Zacchaeus; he was a chief tax collector and was rich.
- 3 He was trying to see who Jesus was, but on account of the crowd he could not, because he was short in stature.
- 4 So he ran ahead and climbed a sycamore tree to see him, because he was going to pass that way.
- 5 When Jesus came to the place, he looked up and said to him, "Zacchaeus, hurry and come down; for I must stay at your house today."
- 6 So he hurried down and was happy to welcome him.
- 7 All who saw it began to grumble and said, "He has gone to be the guest of one who is a sinner."

### **Romans 12:13-16**

- 13 Contribute to the needs of the saints; extend hospitality to strangers.
- 14 Bless those who persecute you; bless and do not curse them.
- 15 Rejoice with those who rejoice, weep with those who weep.
- 16 Live in harmony with one another; do not be haughty, but associate with the lowly; do not claim to be wiser than you are.

## Hebrews 13:1-2

- 1 Let mutual love continue.
- 2 Do not neglect to show hospitality to strangers, for by doing that some have entertained angels without knowing it.

## 1 Timothy 3:2-3

- 2 Now a bishop must be above reproach, married only once, temperate, sensible, respectable, hospitable, an apt teacher,
- 3 not a drunkard, not violent but gentle, not quarrelsome, and not a lover of money.

## 1 Timothy 5:10

- 10 she must be well attested for her good works, as one who has brought up children, shown hospitality, washed the saints' feet, helped the afflicted, and devoted herself to doing good in every way.

### **Titus 1:7-9**

7 For a bishop, as God's steward, must be blameless; he must not be arrogant or quick-tempered or addicted to wine or violent or greedy for gain;

8 but he must be hospitable, a lover of goodness, prudent, upright, devout, and self-controlled.

9 He must have a firm grasp of the word that is trustworthy in accordance with the teaching, so that he may be able both to preach with sound doctrine and to refute those who contradict

### **1 Peter 4:8-9**

8 Above all, keep fervent in your love for one another, because love covers a multitude of sins.

9 Be hospitable to one another without complaint.

**THANK YOU FOR TAKING THE TIME  
TO READ THE BIBLICAL HOSPITALITY  
SCRIPTURE PASSAGES**

At this time, take a few minutes to think about how biblical hospitality concepts can be applied to how you and your church relates to a guest/visitor.

