

International Central Gospel Church

Faith & Miracle Temple, Teshie Camp '2'

Akwaaba Department
[Greeters Ministry]

Members HANDBOOK

Don't forget to show hospitality to strangers, for some who have done this have entertained angels without realizing it!

- Hebrews 13:2 (NLT)

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INTRODUCTION

The Akwaaba Department is the Greeters Ministry of Faith & Miracle Temple, Teshie - Camp '2' of the International Central Gospel Church. The department **recruits**, **trains** and **assigns** church greeters for our services and special events.

WHO IS A CHURCH GREETER?

A Church Greeter is a member of the church who has been trained to welcome visitors or guest to our services and special events and makes them feel 'at home' so they form a good lasting impression about our church and Jesus Christ.

IMPORTANCE OF A CHURCH GREETER

The ministry of a church greeter is one of the most important ministry in the local church. A church greeter belongs to the "MINISTRY OF HELPS" (1 Corinthians 12:28). The Greeter Ministry is a vital part of welcoming visitors to our church. The greeter helps the pastors fulfill the vision God has given them by making those who come through the doorways of the church feel at home. Hence, the primary responsibility of a greeter is **to let visitors know they are welcome**. He or she helps shape that first impression which in turn, may very well shape a visitor's journey to Christ.

A greeter plays a vital role in forming a visitor's first impression of our church and, to some extent, their first impression of Jesus Christ.

Studies show that 70% of all people who visit a church make up their mind about coming back BEFORE the pastor gets up to speak. – Barna Research Group. The studies further indicated that it could take up to 6-7 contacts (including a church greeter) with a visitor before they decide to join a church.

Imagine yourself a first-time visitor to ICGC - FMT and consider these scenarios:

Scenario 1: *You arrive and meet an unfriendly, unpleasant person with unpleasant breath standing at the door ignoring you because he or she is too busy talking to friends. You don't know where the restrooms are or where your children should go for children's service because there was no one to show you around. No one offered you a seat because they were busy conversing with each other. At this point you're too embarrassed to go up front for a seat, so you sit in the back.*

Scenario 2: *You arrive and are immediately greeted by a well-groomed, friendly and pleasant person at the gate. You are enthusiastically welcomed with a firm handshake, well-directed around the auditorium and referred to an usher who with a broad smile offers you a seat.*

In which of these scenarios would you be likely to return? Of course, every first-time guest of the church will prefer scenario 2.

An Akwaaba member (Church Greeter) plays a significant role in creating the second scenario at all times.

QUALITIES OF A GOOD CHURCH GREETER

A good church greeter must;

1. have the fruits of the spirit; love, joy, peace, kindness, goodness, faithfulness, gentleness, and self-control (Galatians 5:22-23),
2. be hospitable,
3. always offer a sincere smile,
4. have a servant's heart,
5. have excellent interpersonal and communication skills,
6. have a good reputation to enhance the witness for Christ and the church,
7. be prayerful,
8. be knowledgeable about the church and be ready to answer basic questions about the church,
9. be observant to identify visitors or guests to meet their peculiar needs,
10. always be positive,
11. be sensitive; when people come to church they are sometimes burdened, sad or discouraged. Each person, regular attendee or newcomer, comes with the hope that the service will be an experience of uplift and inspiration; a time of renewal and celebration. The skilful Greeter helps to make this a reality for those in attendance,
12. practice good personal hygiene and have good appearance,
13. attend meetings and training sessions regularly; a Greeter must be aware of any change in policies and procedures, as well as, assist in the fine-tuning of the ministry. Therefore, whenever possible, they should attend Greeter meetings and training sessions,
14. dress decently and
15. be punctual at all times.

The greatest qualities a Church Greeter should have are the 'fruits of the spirit; love, joy, peace, kindness, goodness, faithfulness, gentleness, and self-control' (Galatians 5:22-23)

ROLES OR DUTIES OF A CHURCH GREETER

1. Greet and welcome both members and visitors to our services.
2. Make visitors feel welcome; attend to them after service by offering to help to take their personal information and hand them the church's refreshment.
3. Hand out any material (handbills, tickets, bulletin etc.) to be distributed at the entrance.
4. Identify visitors and guide them to familiarize with our facilities such washrooms, Children service area, Youth Service auditorium etc.
5. Help visitors who want to stay to join a department by introducing them to the pastor, a deacon or deaconess, a leader etc.
6. Keep the entrance clean and organized.
7. Assist members and visitors entering the church with umbrellas when raining.
8. Be aware of the needs of members and visitors at all times and offer assistance as appropriate.

The main duty of a Church Greeter is to welcome visitors or guest to our services and special events and make them feel 'at home' so they form a good impression about our church and Jesus Christ.

PREPARING AS A GREETER FOR A SERVICE

- **SELF – PREPARATION**

1. Pray before you come to church as a Greeter that God will give you someone to reach for Christ and ICGC – Faith & Miracle Temple.
2. Psych up yourself emotionally and mentally to serve.
3. Dress decently in a manner which is appropriate for church context. Ensure your dress (uniform) is well pressed. Wear modest and neat apparel.
4. Ensure you have fresh breathe (mouth wash or spray and mint can be helpful).
5. Ensure you have a pleasant body odour. Go lightly on perfume, as some people are allergic.
6. Make sure you are well-rested to serve.

- **PREPARATION BEFORE SERVICE**

1. Arrive 30 minutes before the service begins.
2. Put on your greeter's nametag.
3. Check the entry area for cleanliness and tidiness.
4. Go over whatever will be distributed at the entrance so that you are familiar with its contents.

As a church greeter ensure that you are always prepared spiritually, physically, emotionally and mentally to serve.

CHURCH GREETER'S DRESS CODE

- **REQUIRED (PERMITTED)**

1. A church greeter must wear the dress prescribed by the Pastor and the head church greeter.
2. Slacks and a dress shirt are appropriate for men.
3. A well-pressed Polo or button-down short sleeve shirts are acceptable.
4. Sweaters or jackets during cold weather.
5. Ladies should wear modest length dresses or a blouse with skirt or dress slacks.
6. A clean, appropriate and polished pair of shoes.
7. Suits and ties can be used for a more formal occasion

- **NOT REQUIRED (NOT PERMITTED)**

1. Clothing that reveals the torso when bending over or lifting hands
2. Tennis shoes, sneakers or sandals (*casual shoes can be used if there is a dress down*)
3. Jeans and shorts (*jeans can be used during dress down*)
4. Excessive jewellery
5. Sweaters with hoods or zippers
6. Excessively tight-fitting clothing
7. Tops that cup the breast
8. Excessive piercings showing (*tasteful ear piercings are permitted*)
9. Hems or slits that go above the knee.
10. Necklines lower than a horizontal hand's width at the base of the neck
11. Cap sleeves that expose underarms (*a cap sleeve may be worn if it covers the underarm*)
12. Sheer garments that reveal underclothing or undergarments.

WHAT TO DO

DURING SERVICE (AT POST)

- **AS PEOPLE ENTER;**

1. Greet and welcome **EVERYONE**. You simply say “You’re welcome to ICGC Faith & Miracle”, “We are privileged to have you as our guest” etc. and greet when it is a special occasion as such Mother’s or Father’s Day.
 - If appropriate offer a handshake
 - Greet children as well.
 - Greet people by name if you have met them.
 - Avoid getting caught up in lengthy conversations with people.
2. **SMILE!** A bright smile communicates more than what you say in words hence offer a sincere smile always.
3. Look out for visitors and guests and direct them to an usher so they can comfortably be seated.
4. Be prepared to answer basic questions.
5. Hand out any material that must be distributed at the entrance. Don’t force anything onto a person who does not want it.
6. Pay attention to what needs visitors and guests might have. For instance, be prepared to lead them to our facilities (washroom, children church etc.) when they need to or extend an umbrella to individuals who drop off at the entrance when raining.
7. You can take your seat after Pastor has mounted the pulpit.

"The first step in exceeding your customer's expectations is to know those expectations" - Roy H. Williams

AFTER THE SERVICE

1. Seek out those who are not familiar and don't look connected.
2. Help attend to visitors or guests.
3. Handover leftover of materials distributed at the entrance to the leadership.



IDENTIFYING A VISITOR OR GUEST

1. Look out for people who are not familiar and don't look connected. ***After greeting for a few Sundays, be sensitive and begin to recognize the body language of people who are not familiar with our church.*** Don't ask "Are you new?" Instead, you can say "*I don't think I've met you yet?*"
2. Ask for their names. Don't just ask "*Please, what is your name?*" Instead say "*I don't think I've met you yet, I'm {insert your name here} and you {wait for them to mention their names}, 'Hello. My name is _____, and you are ...?'*" or "*Hello, I'm _____. I believe I've seen you here before but I don't know that we've had the opportunity to meet. What is your name?*"
4. If service is in session, introduce them to an usher so they can comfortably be seated.
3. If service has closed, politely walk or lead them to the conference or guests room so they can be attended to.

CONCLUSION

Take note of the following:

- Every visitor who walks into our church is a VIP customer and deserves exceptional and quality service.
- A well-organized greeting team will help our church live up to its friendly reputation. Guests will depart from our building with a positive impression of our Church (1 Kings 10:4-5). ***LET US ALL HELP TO BUILD A GOOD AND FORMIDABLE GREETING TEAM.***

RULES AND REGULATIONS

The department wants to encourage cordial and pleasant work atmosphere. This can only happen when every member cooperates and commits to the appropriate standard of behaviours. The following is a list of behaviours that the department considers unacceptable. Any member engaging in these behaviours will be subjected to disciplinary actions including warnings, reprimands, referral to church leadership such as deacons & deaconesses' board, service management board etc., or dismissal from the department.

1. Any behaviour that brings the reputation of the department and International Central Gospel Church as a whole into disrepute.
2. Failure to attend departmental meetings and any meeting organized by the leadership of the church without prior approval from the leadership of the department.
3. Fighting or quarrelling whilst on duty and outside the church premises.
4. Gross disobedience and insubordination.
5. Not wearing or using prescribed uniforms when the need arises.
6. Failure to report to duty without prior approval from the leader.
7. Disclosure of confidential church information to outsiders without the prior approval of the Information Department or the Church leadership.

8. Unexcused absenteeism or tardiness.
9. Refusal to carry out lawful and definite instructions from the leadership of the Akwaaba department.
10. Participating in an act of indecency on and off the church premises.
11. Malingering
12. Insolence or use of abusive and threatening language.
13. Conversing and making personal phone calls whilst on duty.
14. Interfering with another member's efforts to meet the department's work standards.
15. Leaving duty post without permission from Group Leader or Departmental Leader.
16. Gross negligence in the performance of your duties or functions.
17. Engaging in gossips, or making or publishing of false, vicious or malicious statements concerning any member of the department or the church.



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