



NEWCHURCHES
MULTIPLY THE MISSION.

GUEST SERVICES

Everything You Absolutely Need to Know About
Guest Services

WHO SHOULD ATTEND?

If you want to close the back door of your church. If you want to make guests stick. If you need to design or revamp your Guest Services department. This course is for you.

PROGRAM BENEFITS

Guest Services digs in to the essential knowledge and advice you need to know to close the back door of your church and provide an exceptional guest services experience. It's like having a seasoned professional train you, but on a small church budget.

These 12 modules are designed to help you:

- See the vision and values of guest services
- Develop an understanding of how to solve difficult situations
- Close the back door
- Get tips on overseeing guest services teams

FIRST 3 MODULES ARE FREE

This course includes handouts and downloads to support each module and they are yours to keep and revisit for as long as you need. The first three modules are free. So get started today.



FEATURES:

12 Enhanced Modules
3.5 Hours of HD Video
60+ Handouts
Exclusive Content
Actionable Advice
Leading Expert
Step-By-Step



FACULTY: Danny Franks

Connections Pastor at the Summit Church, conference speaker, volunteer trainer, consultant, author of Connective Tissue Ministry blog



**NewChurches.com/
GuestServices**



TUITION: \$149

COURSE OUTLINE

Module 1: The Vision and Values of Guest Services

Description: Danny shares the ways in which showing guests hospitality at your church paves the way for Gospel transformation. Learn how God gifts believers to serve and be encouraged on how to find your fit in serving the church.

Module 2: Why Do I Serve?

Description: Learn how God gifts believers with skills that He desires to be used to serve the church passionately.

Module 3: Where Should I Serve?

Description: Are your volunteers in the best place to serve based on their gifts? Danny discusses how to fit volunteers with guest service teams.

Pay the full tuition to unlock the remaining 9 exclusive modules

Module 4: First Time Guest Team

Description: Learn how the first time guest team serves to welcome, answer questions and provide directions to guests at your church.

Module 5: Parking Team

Description: Is your parking team be the most efficient they can be? Danny discusses the role and competencies of a parking team.

Module 6: Entry Team

Description: Learn about the roles of the entry team members and how to evaluate your church building and parking lot to best equip this team to welcome guests.

Module 7: Seating Team

Description: Danny discusses seating team strategies, including how to equip volunteers with a plan and resources to minimize distractions in worship services.



Module 8: First Time Guest Team Difficult Situations and Special Considerations

Description: Learn how to address and respond to difficult situations such as re-launching ministry teams, angry volunteers, and emergencies.



Module 9: First Time Guest Leader

Description: Danny discusses shepherding, administration, discipleship, personal growth and apprenticing in the role of team leader.



Module 10: Troubleshooting Volunteer and Guest Services Team Issues

Description: Learn how to troubleshoot issues with volunteers such as burnout, casting ministry vision, recruiting and interviewing volunteers.



Module 11: Overseeing Guest Services Teams

Description: Hear encouragement for overseeing teams about casting and communicating vision, encouraging a hospitable culture, and assisting with events.



Module 12: Building Your Guest Services Team

Description: Learn how to build your guest services team through structure, ministry roles and ratios, leadership development and dreaming.



NewChurches.com/
GuestServices



TUITION: \$149