

Same Old Mugs in the Kitchen?

Hospitality Teams will enliven your congregation
JPD Spring Assembly, 9-10 April 2011

As soon as you get settled, please take a moment to complete the survey below. Consider what hospitality means to you, and what it looks like on a Sunday morning at your congregation.

Quick Survey: Your Congregation's Hospitality Health

Strengths. Please grade your present congregation on a 1-to-5 scale:

1 = Just a few people do most of the work most of the time.

5 = Most congregants help often, but everybody gets guilt-free time off.

1 = If the Greeter doesn't show up, we have a problem.

5 = Most people know many roles; they "own" the building and take charge when needed.

1 = Many people are willing to *help*, but we need more leaders.

5 = We have several short-term low-pressure roles to entice and train new leaders.

1 = People don't stay after the Service to socialize, and don't seem to connect.

5 = Lots of people arrive early, stay late, and make many friends.

1 = Visitors come and seem to like it, but often drift away after a while.

5 = Congregational life is important to people; it competes successfully for their Sunday mornings.

During this presentation, be sure you understand how Hospitality Teams can help you reach your vision. Our goal is to inspire you to not just "get the coffee made" but to nurture a vibrant atmosphere and a growing congregation!

Hospitality Team Benefits

- Create a space for more conversation and interaction to foster personal connections.
- Get many more congregants involved, engaged, and empowered.
- Distribute labor from a few individuals to many. Provide guilt-free breaks.
- Cultivate leaders and provide low-pressure leadership opportunities.
- Engage newcomers with a small responsibility and create a step towards membership and/or greater involvement.
- Making coffee together, etc., gives team members ownership over our building. They become empowered to creatively solve problems.

Hospitality Team Basics

- Have team leaders perform the first shift to get buy-in from your congregation.
- Assign all Members and active visitors to a team, unless they opt-out.
- Ask visitors to join after they've been attending regularly and would like to get more involved.
- Create detailed task lists for all jobs and post them in the appropriate areas.
- Jobs may include: making coffee, greeting, ushering, bringing snacks, clean-up, etc.
- Have a team party every shift to provide a fun (non-work) time for socialization.

Additional advice

- Create a culture of appreciation by thanking people often.
- Avoid using sign-ups. It is better to ask when people are *not* available, and then assign one role each Sunday they're available.
- The Facilitator shouldn't *do* any work - just observe, train, encourage, and keep people on track.
- The Communicator should send reminders to team members each week of their shift.
- Create detailed of job lists. With detailed descriptions, anyone can do any job.
- Encourage and empower team members to do things their way. You'll see some great innovations!
- Ask returning visitors if they want to join a team. You'll be surprised at how often they say yes, but be sure to accept no as an answer.

Please contact us with questions, comments, and/or stories:

Jason Bostron, hteams@uufcc.com,

Chuck and Betsy Berry, BetsyChuck@verizon.net,

Check out our website for digital copies of all materials:

<http://www.uufcc.com/hospitality.shtml>