



Meeting Minutes

Team Name: Hospitality Ministry Team

Date: 7/9/25

Time: 7:00pm

Note Taker: Elizabeth Goodin

Participants

- Sherry Newill
- Marcia Korane
- Sarah Louise Gribble
- Elizabeth Goodin

Agenda

1. Purpose and goals of HUMC's hospitality ministry
2. Visioning Ideas

Meeting notes:

Elizabeth reviewed how creating a hospitable environment for newcomers to HUMC is directly related to our church's mission to make and mature disciples. Newcomers to HUMC (or to the HUMC website) are seekers who have consciously made the life-changing decision to grow in their faith. To encourage them in moving forward with this decision, our desire is to eliminate any barriers or obstacles they may find in a visit to HUMC and instead offer them support and direction.

The difference between a visitor and a guest:

- A visitor is someone who has dropped in and may not be expected. Therefore, there are no thoughts, plans, or actions taken to make them feel especially valued and welcomed.
- A guest is invited and expected. Consideration has been taken to anticipate their needs, questions, and comfort. They are received with welcome hospitality and desired to return.

Our goal is to create an environment where newcomers to HUMC to feel like welcome guests rather than unanticipated visitors. We considered ways in which we prepare for guests in our own homes, connecting that to the experience of welcoming newcomers to our church.



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Front Porch, Front Door, Back Door:

- HUMC's front porch is our community face, social media and online presence, parking lot impression
- HUMC's front door is the first impression formed at a first visit on Sunday morning
- HUMC's back door is a measure of those who choose to end their involvement with HUMC. Many times, this is due to a lack of engagement in HUMC's ministries through worship, service, learning, and fellowship.

Our focus will be on improving the first experiences with HUMC's front porch and front door and on encouraging newcomers to continue to return and pursue their own discipleship pathway through ministry opportunities at HUMC.

We spent some time envisioning the experience we desire for first- and second-time guests to HUMC. What would we want them to see hear, feel, touch, smell? What intentional actions can we take in anticipation of the arrival of guests?

- Greeter Team
 - Greet cheerfully, provide guidance and direction
 - Make appropriate introductions to other members or staff
 - Anticipate and fulfill needs
 - Point to relevant and timely information about HUMC's practices, programs, and events
 - Accompany to sanctuary; hand-off to usher who may accompany them to a seat
 - Post a person at the exit as well to thank newcomers for visiting and wish others a good week.
 - Greeter training
 - Greeter notebook (contains information on recent visitors and follow-ups, questions, etc.)
 - **QUESTION: What format would be the most helpful?**
- Roving Hospitality Host
 - Person assigned to watch for and engage with guests, provide information, serve as a personal connection
- Bulletin Guest Information
 - Morning schedule, including locations and directions
 - Sunday school topics (children, youth, adults)
 - Upcoming programs/events
 - Welcome/New Here? form and/or QR code to online form (include instructions) asking for basic information: name, email, phone, 1st or 2nd time visitor
- Consider what information kids need to make them feel more comfortable. Provide explanations as needed.



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- Provide visible information about what's ahead in HUMC programming (worship series, events, groups, service opportunities, etc.). This could be in the form of posters, postcards, flyers, announcements, pre-service slides, etc.
- HUMC-produced videos: social media, website
 - Testimonials (e.g. Why I attend HUMC)
 - Other?
- Welcome Groups – connect new guests with current members of similar circumstances or life stages for mentoring and assimilation

Elizabeth shared 4 questions that first time guests want answered:

1. Where am I supposed to go?
2. Where are my kids supposed to go?
3. Where is the bathroom?
4. Is there coffee?

There was a discussion about using the current entryway bulletin board (between the outside and inside doors) as a *New Here?* bulletin board for posting information relevant to guests, including the above 4 items.

Action items	Responsible person	Due date
<ul style="list-style-type: none">• Ask Ashley to create a bulletin insert template to include for guests with a QR code to a connection card.• Ask Ashley to create a <i>New Here?</i> bulletin board.	Elizabeth	

Next Meeting: TBD