



FROM MAINTENANCE *to* MISSION: HOSPITALITY *is our joy!*

From the parish staff perspective - are we ready for visitors?

- Parking spaces near the door are purposefully left open and signed for visitors.
- Greeters are trained to be gracious hosts; offer information and answer questions in addition to a nod or handshake at the door.
- Resources are provided to assist and guide parents and children with worship.
- There are cards provided in the vestibule or pews inviting visitors to leave contact information and comments.
- When a new person/family registers, they receive a “new member” packet of information: a welcome letter from the Pastor, Mass times, upcoming events, parish ministries, faith building groups, volunteer opportunities.
- New members are offered a tour of parish facilities.
- Orientation sessions are held for new members. They should be warm, friendly and inviting!
- A letter from the Pastor is sent welcoming each new member/family.
- Newcomers have many opportunities to become part of one or more parish ministry/study/formation groups.
- A personal contact (phone or visit) is made with each new member/family within 2 weeks after registration.
- Parish committees and ministry groups are eager to embrace new members.
- Youth are invited to serve in liturgical ministries. They can serve as lectors, cantors, ushers, choir members, etc.



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**As a Parish Ambassador I help
to create a culture where Hospitality is truly our joy!**

How to easily embrace the call to be Parish Ambassadors - ready and poised to be truly hospitable:

- Be excited about the mission of your parish and tell others about the parish and its ministries.
- Each visitor at Mass is greeted by at least one person other than the Pastor or Greeter.
- Before Mass make eye contact with visitors, introduce yourself and welcome the visitor to the parish.
- Encourage the presence of children at Mass. They are the future of our Church!
- Bring a guest with you to Mass or a parish event at least once a year.
- Be friendly to youth and make an effort to know their names and engage them in conversation.
- Visit with others after Mass - notice and reach out to include those who are not engaged in the conversation.
- Invite visitors to join you in the fellowship area after Mass – introduce them to other parishioners.
- Seek to learn about the needs and interests of visitors/guests.
- Help build a good first impression into a lasting relationship.