FCCA GUEST JOURNEY SYSTEM

FROM FIRST HELLO TO LASTING BELONGING

Presented By :



TABLE OF CONTENT

01 OBJECTIVES

02 PROBLEMS WE CURRENTLY FACE

03 WHAT’S NOT WORKING

04 STEP-BY-STEP PROCEDURE

05 ROLES & RESPONSIBILITY

06 TOOLS NEEDED

07 DESIRED OUTCOME

INTRODUCTION



Every Sunday, people walk through our church doors carrying different stories—some are searching for hope, others are curious, and some simply need a place to belong. The way we receive them in those first few minutes often determines whether they will return or not. A warm handshake, a genuine smile, and intentional follow-up can turn a simple visit into the beginning of a life-changing journey with Christ.

INTRODUCTION



Welcoming is more than just good manners—it is ministry. Consolidation is more than collecting names—it is shepherding souls. Our goal is not just to fill chairs, but to embrace people into the family of God, ensuring they experience His love in both worship and fellowship. By building a clear, consistent system of welcome and follow-up, we can walk with newcomers from being visitors to becoming disciples, helping them find not only a church but a spiritual home.

OBJECTIVES

- **Warm Welcome** – Make newcomers feel noticed, valued, and comfortable
- **Smooth Worship Experience** – Ensure no confusion or awkwardness during service.
- **Meaningful Connection** - Help guests meet people and feel a sense of belonging.

OBJECTIVES

- **Consistent Follow-up** - Prevent guests from slipping through the cracks.
- **Path to Discipleship** - Guide them from vistor to friend to member to disciple.

PROBLEMS WE CURRENTLY FACE

- Some visitors slip and out without being noticed.
- Follow-up is inconsistent or non-existent.
- Lack of a consolidation process.
- No clear **step-by-step system** (everyone does their own thing).
- Guests don’t always know “what’s next” after attending once.

WHAT'S NOT WORKING

- **Generic greetings** ("Welcome!" without personal touch).
- **No clear data gathering** (visitors leave with no record).
- **No follow-up** (we let the fire cool down).
- **Overwhelm** (visitors get too much info at once, instead of small steps).

STEP-BY-STEP PROCEDURE

A. Before Service

1. Ushers positioned early at entrances, ready to greet with a smile.
2. Distribute **Welcome Cards** (info cards) + give a small token (pen, bookmark, snack).
3. Identify newcomers discreetly (first-timers get a **“VIP” mark** like a sticker on card).

STEP-BY-STEP PROCEDURE

B. During Service

1. Acknowledge newcomers publicly (but not embarrassingly; “We’re so glad you’re here”).
2. Distribute **Welcome Cards** (info cards) + give a small token (pen, bookmark, snack).
3. Identify newcomers discreetly (first-timers get a **“VIP” mark** like a sticker on card).

STEP-BY-STEP PROCEDURE

C. After Service (Immediate Consolidation)

1. Invite newcomers to the Welcome Room
2. Assign a **Consolidator (friendly team member)** to sit, talk, and know their story.
3. Collect **full contact details** (phone, email, address, preferred contact method).

STEP-BY-STEP PROCEDURE

D. Follow-up (Next Steps)

1. **Day 1-2**: Text/Call - “Thank you for joining us! Hope you felt at home.”
2. **Day 3-5**: A consolidator or cell leader invites them to a small group/fellowship.
3. **Day 7 (Next Sunday):** Look out for them at church, sit with them, make them feel part.
4. **Week 2+:** Begin discipleship journey (Bible study, class, or mentoring.

ROLES & RESPONSIBILITIES

- **Ushers/Greeters** – First contact, create warm environment, guide seating, give welcome packs.
- **Consolidation Team** – Engage after service, gather info, build relationships, follow up.
- **Pastors/Leaders** – Give public acknowledgment, reinforce culture of welcome.
- **All Members** – Smile, connect, invite them back – culture of hospitality.

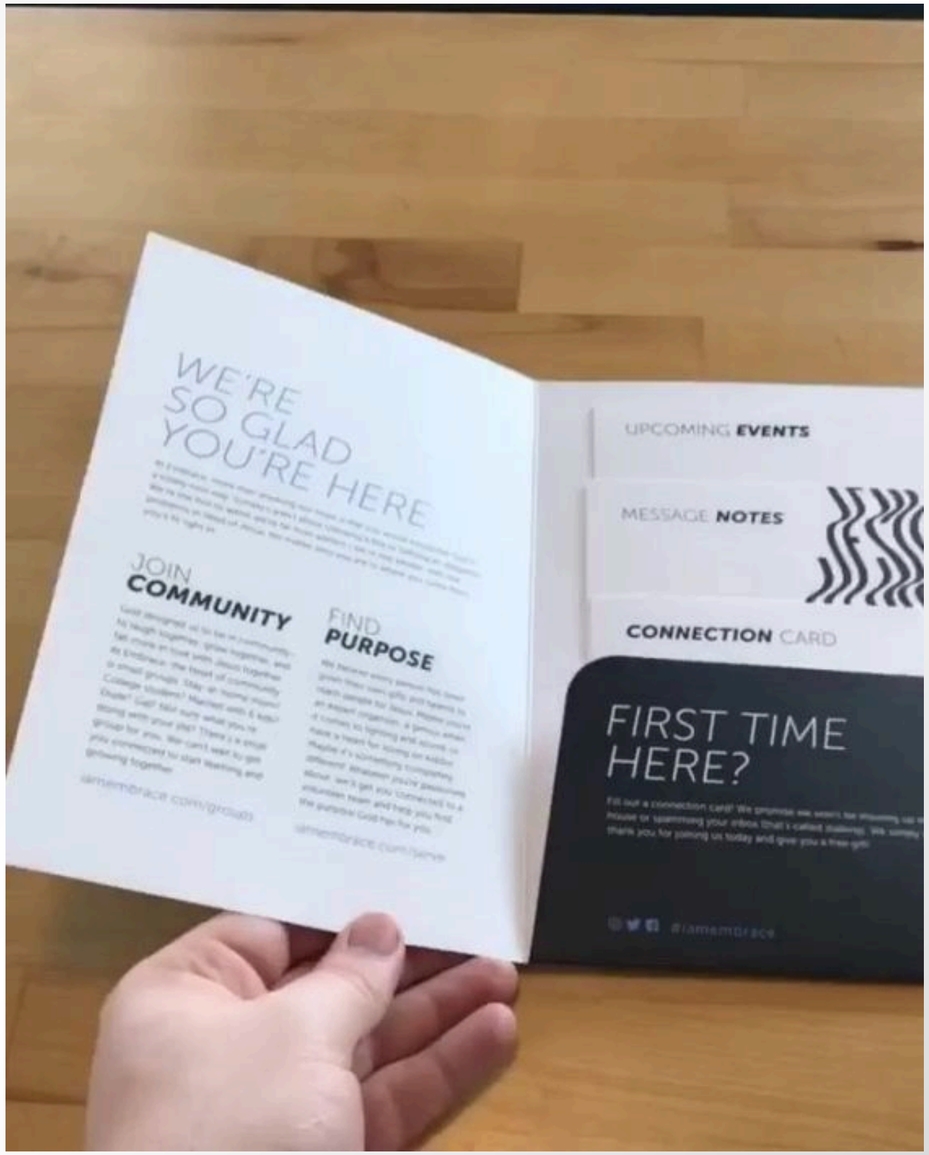
TOOLS NEEDED

- Welcome cards/visitor database system
- Small tokens/gifts
- Follow-up tracker (Excel sheet, Google sheet)
- Welcome room/space for conversation
- Trained consolidators (friendly, patient, good listeners)

DESIRED OUTCOME

- Visitors feel genuinely loved, not just attended to.
- Clear process: no one gets lost after visiting.
- Growth of new members through consistent follow-up.
- Church culture: “We don’t just welcome, we walk with you.”

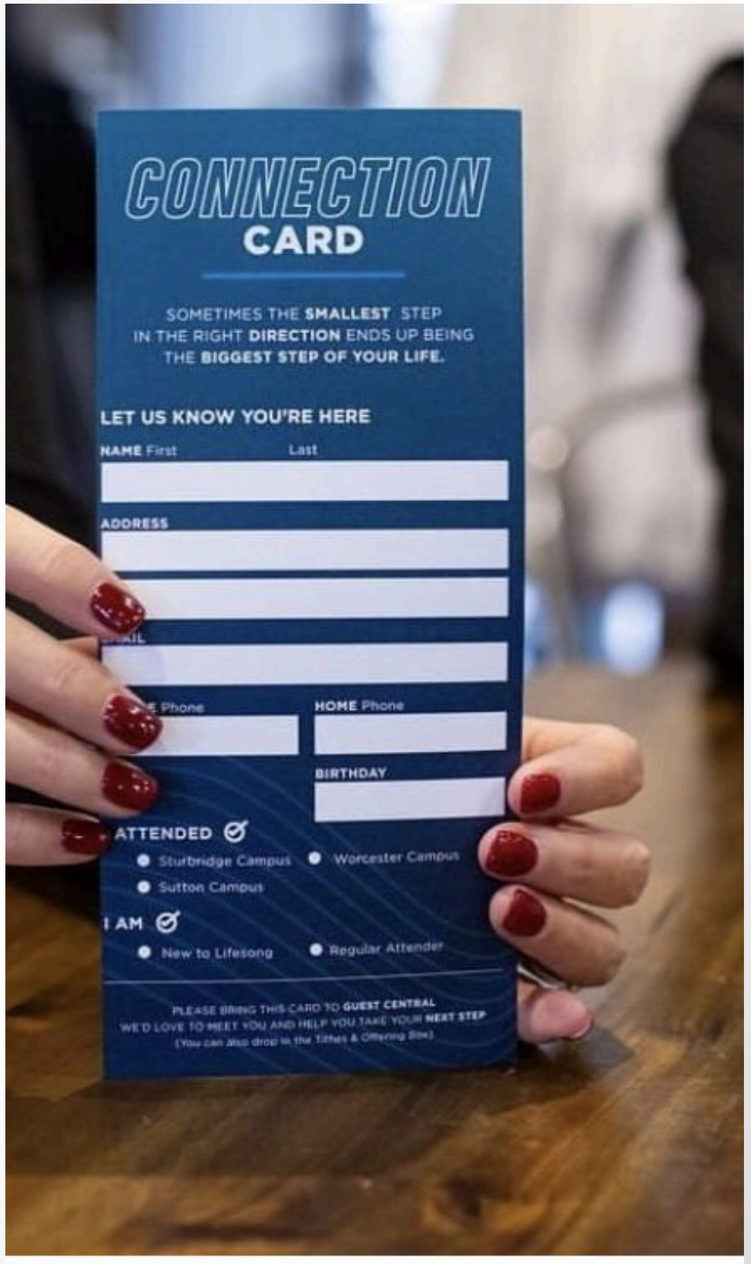
Welcome Card Sample # 1



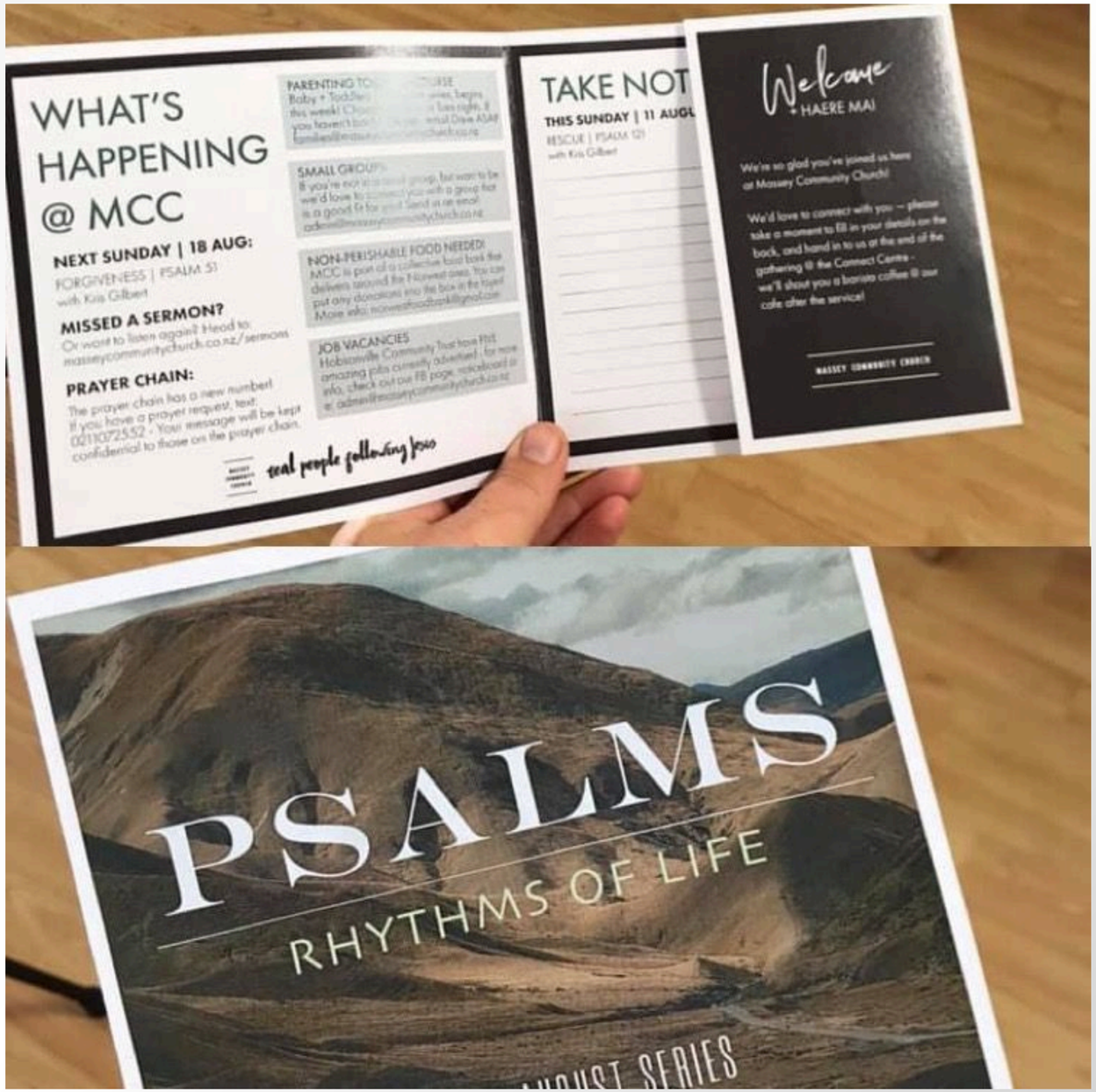
Welcome Card Sample # 2



Welcome Card Sample # 3



Welcome Card Sample # 4





CONSOLIDATION

The “after-service moment” is **prime time** . This is when guests are still warm, impressions are fresh, and hearts are open. Immediate engagement doesn’t have to be a full-on Bible study; it’s about relational warmth with just enough intentionality to make them want to come back.

IMMEDIATE ENGAGEMENT DISCUSSION POINTS

1. PERSONAL CONNECTION

- Ask simple, caring questions:
  - *“How did you find today’s service?”*
  - *“Was this your first time with us?”*
- Learn their name (and use it often – it matters)

2. HEARTFELT APPRECIATION

- Thank them genuinely: *“We’re so glad you joined us today – it means a lot to have you with us.”*
- Highlight something positive: *“We hope you enjoyed the worship / message.”*

3. INFORMATION SHARING (LIGHT AND GENTLE)

- Hand them the Welcome Pack (with church info, ministries, contact details).
- Point out next steps (e.g., Bible study, small group, fellowship lunch, midweek service).

4. INVITATION

- Extend a **personal invite**:
  - *“We’d love to see you again next Sunday.”*
  - *“We have small groups that meet during the week, I think you’d really enjoy it.”*

5. PRAYER

- If the guest seems open: *“Can I say a short prayer of blessing for you before you go?”*
- Keep it short, heartfelt, and personal—this creates a lasting impact.

6. SOFT COMMITMENT

- Encourage them to fill out a connection card, if they haven’t.
- If they already did, assure them: “One of our team will check in during the week—just to say hi.”

PRO TIPS:

- Always **use their name** (it personalizes the moment).
- Keep it **3–5 minutes max**—don’t overwhelm them.
- Smile, listen more than you talk, and never make it feel like a sales pitch.

SAMPLE IMMEDIATE ENGAGEMENT SCRIPT

1. WARM GREETING

- Approach the guest with a smile
  - *“Hi [Name], thank you so much for joining us today! We’re really glad you came.”*

2. SMALL TALK/CONNECTION

- *“How did you find today’s service? Was this your first time with us? (Listen genuinely—people feel valued when you care about their response.)*
- If yes - *“That’s wonderful! We love welcoming new friends. I hope you felt at home.”*
- If no (returning guest) - “Welcome back! We’re happy to see you again.”

3. APPRECIATION

- *“It really means a lot that you spent your Sunday with us. Our prayer is that you felt God’s presence and peace here.”*

4. SHARE NEXT STEP (LIGHT)

- *“We’d love to stay connected with you. We have a Welcome Pack here that shares a bit more about our church, our small groups, and upcoming events.”*
    - (Hand over the Welcome Pack / Connection Card)

5. INVITATION

- *“We’d love to see you again next Sunday! We also have [mention one upcoming event or midweek fellowship]—you’re very welcome to join.”*

6. OFFER PRAYER

- *“Before you go, may I say a short prayer of blessing for you?”*
- *(**Keep it short**: “Lord, thank You for bringing [Name] today. Bless them this week with peace, strength, and joy. Amen.”)*

7. FRIENDLY GOODBYE

- *“It was great meeting you, [Name]. Someone from our team will reach out just to say hi during the week. Hope to see you again soon!”*

THANK YOU!