

5 Ideas to Make Your Church Visitor Friendly

Businesses have specific strategies to enhance the customer experience with the idea of getting repeat customers.

What about your church? Are there areas to focus on so that worship visitors have a great experience and want to come back?

The following list is a selection of some top ways to make our churches visitor friendly:

1. **Treat every visitor as a guest** - Show hospitality and be courteous. Give as much personal attention as possible. Go out of your way to help each visitor feel important.
2. **Recognize and react to guest needs** - Look for opportunities to assist. Offer assistance for locating restrooms, coatroom, refreshments, etc.
3. **Be fussy about details** - Are the restrooms fully stocked with paper towels and toilet paper? Are the pencils in the pews sharp? Little things like this make a huge impression.
4. **Express genuine gratitude** - Let guests know how much you appreciate their attendance. Make eye contact, smile, and be sincere. True appreciation can't be faked.
5. **Listen generously** - Give guests your undivided attention. Remember that listening is more than simply not talking. Connect them with someone else if you don't know the answer.

Interested in more ideas for your congregation to focus on to make a visitor-friendly culture? Please contact Grace in Action for more information about our "Warm and Welcoming" series.