

## STEP-BY-STEP APPROACH FOR A WORSHIP VISITOR FOLLOW-UP CALL

*“...extend hospitality to strangers.”*  
Romans 12:13b (NRSV)

The following steps are suggested for those volunteers who make a follow-up calls on persons/families who made a recent visit to your congregation for worship. It is suggested that volunteers make follow-up calls within 24-48 hours of the worship service. The purpose of the call is to thank them for their visit and to answer any questions they may have about your congregation.

1. Always pray before you go on a call. Be assured that you are not alone as you make these calls. The Holy Spirit will guide you.
2. Keep your visit short, gentle and non-coercive. Remember: your unannounced visit may interfere with a person's schedule. Do NOT go into a person's house, even if invited. They may be inviting you out of a sense of obligation. You have no reason to keep them for very long. Your role is simply to be hospitable.
3. When the person answers the door, take a step back, to suggest a non-threatening posture and introduce yourself: *“Hi, I'm (Name) from (the name of your church). I'm glad that you joined us for worship and I've brought this packet of material and/or bag of goodies for you.”*
4. Then pause, and listen. **The impact of your visit will NOT be in what you say, but in your presence.** Be warm and available to offer information, if asked. If you do not know the answer to a question, tell them so and offer to pass the request on to the appropriate person. If they initiate conversation, respond accordingly, but keep in mind that you do NOT want to keep them long. If they are in need of a pastoral call, please let them know that you will tell the pastor. The importance of your visit communicates three things: a) You love Christ; b) Your faith and your Church are important to you; and c) This is a church where visitors are welcomed and appreciated.
5. Thank them as you leave and be sure to invite them back. *“Thank you for visiting our church. Please accept these gifts from us. We hope to see you again.”*
6. After you leave their home, please write down any information that you feel is important.
7. If the person is not at home when you visit, write a brief note explaining that you were there and invite them to come back to worship again. Leave the note (and any information) in a safe and visible place.
8. If you are unable to leave materials because of a security gate/system, do **NOT** attempt to get around a security system. Even with the best intentions, this is a violation of a person's privacy. If possible, leave a handwritten note.
9. If you see the person and/or their family at a subsequent worship service, please re-introduce yourself and introduce them to others.
10. Please pass along any questions and/or concerns to the appropriate person(s).

We thank God for your gifts of hospitality and for your willingness to serve.