



3 Tips to Encourage Awesome Hospitality

Recently we sent several worship evaluators to visit a congregation that wanted to evaluate its ministry hospitality. Consistently each evaluator came back with a question mark on hospitality. As much as the congregation had ushers, greeters and a welcoming bulletin, yet there was something missing... warm hospitality. Here are 3 ways to encourage hospitality.

1. **Treat guests as priorities.** Courtesy and respect come to mind when thinking of Sunday visitors. Being courteous goes beyond saying hello at the door but sharing a pew, a hymnal or simply walking someone to their destination (i.e. nursery or restroom). When we become accustomed to giving the priority to guest hospitality may be easier.
2. **Realize everyone is special.** Appreciate all people...members, non-members and your staff. Excellence in hospitality happens when we show Christian love for all our brothers and sisters.
3. **Train the frontline.** Take the time to give training to ushers, greeters, and the people who sit in the pews. Help to encourage a mindset for hospitality by letting others know what people notice when they visit. Raise the bar on hospitality by making it a priority.