



# Toolkit 1:

## TEN TOP TIPS FOR WELCOMING VISITORS TO YOUR CHURCH

1. **Be Open** If you can't be open all the time decide a timetable for opening, stick to it and tell people about it.
2. **Be Inviting** Use words like 'WELCOME' and 'COME IN', 'EXPLORE', 'FEEL FREE'. Visitors need to know that they have permission to come in and that they are allowed to enjoy the space.
3. **Be Hospitable** We can't all be expected to produce farmhouse teas at the drop of a hat on a regular basis but..... a bottle of water and a bowl for a thirsty dog is a simple, hospitable act.
4. **Be Communicative** Visitors love notice-boards! Make sure they are up to date and well organised, showing what your church and your wider community are up to. Use them as an opportunity to connect with the visitor.
5. **Be Clean and Tidy** Visitors notice smells! A dust-free, well presented, fragrant environment says so much about you as stewards of your building.
6. **Be Accommodating** A space reserved especially for visitors shows that you have thought of their needs. A small table with flowers, information about your church and community and a visitor book inviting comment can be moved away during worship if necessary..
7. **Be Interesting** Make sure that any leaflet or guide you produce is easy to read, engaging and digestible in ten minutes flat. Quirky stories about people and events are far more interesting than a list of the names of the last fifty vicars!
8. **Be Professional** An In-House Style is easy to achieve. Your notice-board, leaflets and signage should show some commonality. Use the same font, colours and themes throughout.
9. **Be Sensitive** Communicate your 'Power of Place' by using good lighting and creating spaces for stillness, peace and prayer.
10. **And Finally ...Be Memorable** The greatest compliment to you will be a returning visitor or one who tells their friends about their experience at your church.

*If you would like help or support with any of the issues highlighted here please contact Divine Inspiration on 024 7652 1346 or by e-mail on [helen.mcgowan@divine-inspiration.org.uk](mailto:helen.mcgowan@divine-inspiration.org.uk) .*

*The full Toolkit can be downloaded from the Ambassador page of the website Go to [www.divine-inspiration.org.uk](http://www.divine-inspiration.org.uk) for more information and advice to help you improve your church's welcome to visitors.*

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