



CUSTOMER SERVICE & HOSPITALITY IN MINISTRY

WHY HOSPITALITY MATTERS

- WELCOMING NEWCOMERS
- REFLECTING CHRIST'S LOVE TO ALL

THE FIRST IMPRESSION

- FRIENDLY GREETINGS
- NAME BADGES, SMILING, EYE CONTACT

EFFECTIVE COMMUNICATION

- ACTIVE LISTENING
- ANSWERING QUESTIONS CLEARLY
- FOLLOWING UP

HANDLING COMPLAINTS OR ISSUES

- LISTENING WITH EMPATHY
- ESCALATING WHEN NECESSARY
- MAINTAINING CONFIDENTIALITY

TEAMWORK IN HOSPITALITY

- USHERS, GREETERS, CHILDREN'S MINISTRY, ALL PLAY A PART
- COORDINATING TO MEET NEEDS

A LASTING IMPRESSION

- THANKING VISITORS
- INVITING FEEDBACK
- PERSONAL INVITATIONS TO RETURN

Q&A OR SCENARIOS