

TimsChurch
HOSPITALITY Training

SESSION 6 Effective Guest Conversations

- Jennie Jerome was Winston Churchill's mother, an American. On one occasion she had the opportunity to be seated next to William Gladstone, one of Benjamin Disraeli's bitterest rivals, at a dinner party and on the next evening to be seated next to Disraeli himself. When asked her impression of the two men, she said, "When I left the dining room after sitting next to Gladstone, I thought he was the cleverest man in England. But when I sat next to Disraeli I left feeling that I was the cleverest woman in England."
 - Great conversationalists listen more than they talk (the ears to mouth ratio)
 - Great conversationalists are genuinely interested
 - Great conversationalists ask great questions
- Why Guest Conversations Are So Important
 - Anonymity ≠ "ignore me"
 - Casper: Just say hello
 - It sends a message (or two)
 - It says "You are welcome and accepted"
 - It says "You're important ... and we noticed you."
 - It creates an opportunity to build bridges ... to people and ministries
 - They're opportunities to get contact information
- Begin with the Introduction Questions
 - I don't think we've met
 - How long have you been coming to ...?
 - What keeps you busy during the week?
- Move into *Interrogative Inquiry*
 - Ask about hobbies, interests, etc.
 - Be thinking about a ministry or individual to connect them to
 - Invite them to an upcoming event/ministry based on the above
 - Get contact information for follow-up
 - Always offer to pick them up when possible
 - If they are business folk, ask for a card