

TimsChurch
HOSPITALITY Training

SESSION 4 Worship Center Hosts

- **The Worship Center Host's Job**
 - To leave no relationship unmet
 - To know the congregation's breadth of resources
 - To get contact information
 - To make bridge connections
- **Characteristics Needed**
 - The Big 3: Friendly, Hospitable, Smiling Attentiveness
 - High discernment / empathic – can immediately tell when presence is needed versus the desire for anonymity
 - Gregarious enough to be conversationalists and skilled enough for Interrogative Inquiry
 - Able to engage in conversation ... and extract themselves (The Hummingbird metaphor)
 - Networkers who “know” the congregation
- **Identifying Worship Center Hosts**
 - Glad-Handers with listening skills
 - Gregarious folks who already “work the crowd”
 - Be careful not to identify folks who are so relational they cannot extricate themselves from conversations
- **The Worship Center Host's Toolkit**
 - Basic Training
 - Identifying badge, button, or uniform
 - Ministry “Cheat Sheet”
 - The Introduction Questions
 - I don't think we've met
 - How long have you been coming to ...?
 - What keeps you busy during the week?