

5 Barriers to Extending Hospitality

BARRIER 1 | CLIQUES AMONG MEMBERS

- Members don't notice guests.
- Members are friendly only with each other.
- Members do not seem interested in meeting people they haven't met before.
- Members are overly focused on catching up with their closest friends.
- Members view extending hospitality as something that only designated ushers and greeters do.

BARRIER 2 | NO VISION FOR EXTENDING HOSPITALITY

- Members do not view extending hospitality as being core to the Gospel message.
- Members do not view extending hospitality as something that should happen at EVERY church activity.
- Members do not view extending hospitality as one of the marks of discipleship - a spiritual practice.
- Members do not recognize the difference between being a "friendly" versus a "befriending" church.

BARRIER 3 | MEMBERS DON'T TAKE PERSONAL OWNERSHIP FOR WELCOMING GUESTS

- Members/leaders do not personally greet people they haven't met before.
- Members are not challenged to move beyond their comfort zones when extending hospitality.
- Church leaders do not clearly communicate that all members are part of the hospitality team.
- Members do not introduce themselves to people that are seated near them.

BARRIER 4 | LACK OF VOLUNTEERS IN KEY MINISTRY AREAS

- Volunteer(s) to organize and oversee hospitality ministries.
- Volunteer(s) to help invite members into hospitality ministry areas.
- Volunteer(s) to coordinate and schedule hospitality volunteers.
- Volunteer(s) to help train greeters, ushers, and Welcome Center Volunteers.
- Volunteer(s) to help recognize and encourage volunteers such as teachers, worship leaders, and custodians.

BARRIER 5 | NO PLAN FOR CONNECTING GUESTS TO THE CONGREGATION & ITS MINISTRIES

- Lack of a detailed assimilation process; this begins with gathering church visitor contact information and inviting guests to participate in the mission and ministries of the church.
- Lack of a plan for deepening engagement with guests that extends into their daily lives.
- No process exists for tracking regular guests or following-up when regular guests stop coming.

QUESTIONS

1. What barriers are prevalent in your congregation?
2. What might your congregation do differently in the future?
3. What might YOU do differently in the future?
4. What resources are needed to address the challenges you are facing?

