THE ORGANIZED CHURCH

Church Greeter Training Guide

A simple training checklist for helping first-time guests feel welcome without feeling singled out.

1. Prepare before guests arrive

- ■ Arrive early and know the day’s schedule.
- ■ Check entrances, restrooms, children’s check-in, and seating areas.
- ■ Keep a building map and ministry contacts nearby.

2. Give a warm, simple welcome

- ■ Smile, introduce yourself, and offer help.
- ■ Use an open question: Can I help you find anything?
- ■ Do not overwhelm guests or put them on the spot.

3. Make a complete handoff

- ■ Walk guests to children’s check-in, a classroom, or a seat when needed.
- ■ Introduce them to the next person rather than only pointing.
- ■ Keep one greeter available for late arrivals.

4. Learn and improve

- ■ Ask the team what guests asked most after each service.
- ■ Note confusing signs, bottlenecks, or unclear directions.
- ■ Make one practical improvement before next Sunday.

Use this guide in your next team meeting, then adjust it to fit your church.