

2019



WELCOME TO

SERVICE SUPPORT TRAINING

AT ST MARY'S MEDIEVAL CHURCH

THORPE VILLAGE, SURREY



Thank you!

Your welcome
and support are
invaluable to
St Mary's Church



Service Support Team



It is a privilege to welcome people into our Church family and to lead worship, our offering with joy of the very best of who we are to God.

Everything we are about at St Mary's involves bringing people into relationship with the Lord of life and love, our inclusive call to service and support.

Our ministry of welcome is for everyone – not simply visitors, guests and newcomers. All deserve special attention.

Your role as a sides person, warden, server, lesson reader, chalice assistant or verger is about leading others towards God and contributing towards the building up of faith in Thorpe.

Keeping everyone safe in Church



In 2018 our PCC developed a new Fire Safety & Evacuation Policy.

New signage has been introduced throughout the buildings, along with emergency lighting & torches and a new emergency exit from the Link in the Churchyard.

A fire bell attached to the Rutherwyke Room alarm has been fitted in Church.

The welcome we offer is about keeping people safe.

There are distinct roles for Wardens and Sides people / welcomers.

Everyone is asked to play their part in knowing how to keep people safe at St Mary's during an emergency!



That being said – **DON'T TAKE RISKS!** Your safety is just as important.



Emergency... what emergency?

Should there be an emergency **please follow this procedure:**

- ❖ On discovering a fire, operate the nearest red fire alarm call point by breaking the glass. (Rutherwyke Room, Wallace Room and kitchen). In the church this may require announcements over the sound system.
- ❖ Leave the buildings by the nearest or safest exit in a calm manner.
- ❖ Do not stop to collect personal belongings.
- ❖ Emergency torches are available and pre-charged, located at the:
 - (i) Pipe organ
 - (ii) Choir stalls in the Chancel
 - (iii) Church porch
 - (iv) Link.
- ❖ Assemble in the Vicarage car park at the designated **'meeting point'** outside the Vicarage front door.





Welcome to St Mary's Church

"... speaking the truth in love, we must grow up in every way into him who is the head, into Christ, from whom the whole body, joined and knit together by every ligament with which it is equipped, as each part is working properly, promotes the body's growth in building itself up in love." Ephesians 4:15-16

Many church members are caught in a perceived 'gap' between attending church and being part of it. The key to creating a culture of welcome and growth is to increase engagement by those who attend.

The role of welcome is an important part of our worship and ministry.

Saying "hello" at the door is not enough.

There may be people in church who aren't engaged because of one little detail: they don't know what to do.

Our welcome to Church is all about making connections and we all have a role to play.

What makes you feel welcome?



Have a think for a moment. What makes you feel welcome?

- ❖ **At St Mary's we always offer a welcome to everyone.**
- ❖ Be aware! Encourage someone you don't recognise to sit with someone you do/established – who can help them with the service sheet. Introduce them to each other!
- ❖ A welcomers must stay by the door during the service! There is always someone who arrives after the start. Also people may need help.
- ❖ “First five” rule – always find someone different or new to talk to straight after the service. Not just when you are on duty!

***Idea ????* Informal follow-up: offer to take someone out for coffee and get to know them. Investing one hour in someone's life may result in a permanent member of our Church (and perhaps a new friend!) ????**

Smile (tho' your heart is aching?)



A survey in 2011 by the Church of England found that 92% who came to Church for 1st time didn't return!

To ensure we are welcoming people again and again we need to:

- ❖ Explain to someone new why we like coming to St Mary's.
- ❖ Listen to them. Perhaps ask what has brought them to Church and say how lovely it is to be able to welcome them to worship.
- ❖ Encourage them to join the mailing list. *Slips available at the desk*
- ❖ Hand out the blue welcome leaflet. *This is a good introduction to St Mary's.*
- ❖ Encourage people to take home the newsheet.
- ❖ **Follow-up:** Encourage visitors to complete the welcome/pastoral card, that they can fill (& leave)! *They may like to request a personal visit.*

St Mary's Church, Thorpe

A welcome that is second to none!



What can we do to improve our welcome to visitors and our regular congregation?

What are your ideas?



Every member of the congregation has a responsibility to engage with visitors and create a welcoming church. It's not just the job of a welcoming team, wardens or vicar.

Know your role!



Our PCC and 20:20 vision commit us to offer a warm and **inclusive welcome** for all. **We never judge.**

Our commitment in support of St Mary's is actually our commitment to faith and **grow our relationship with God.**

New **Service Support Team** guidance has been prepared. Please read it and use it as a guide.

Don't be afraid to be yourself – the person **God has made you** to be!

Smile and love. God loves you!





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