

# FAITH TABERNACLE CHURCH

A MULTI-ETHNIC  
CHRISTIAN CHURCH IN  
WEST LOS ANGELES

## CONTACT

2147 PURDUE AVE.  
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## GUEST FOLLOW UP/ASSIMILATION

### BEFORE THE SERVICE

- Greet guests before they enter the building.
- Welcome team greets guests in the foyer, gives the weekly bulletin and sermon notes, and answers any questions. Welcome team members wear name tags.
- Pastors, elders, deacons, and staff are introducing themselves, and helping them meet other people.
- During the service guests are welcomed from the stage (not singled out). Inform them of our two (clearly marked) connection tables at the back of the auditorium, and our free gift to thank them for coming.
- During the service everyone fills out a connection card and puts it in the offering bucket.
- After the service information is provided at the connection tables such as: brochures, life group information, membership, how to serve, etc.
- Guests receive our gift bag that include: a reusable water bottle, church brochure, and a few snacks.
- Guests are invited to join everyone in the Community Room/Courtyard for coffee and refreshments.

### AFTER THE SERVICE

- Connection cards are placed in the office by the ushers.
- On Sunday afternoon our attendance spreadsheet is updated.
- On Sunday afternoon first time guests are mailed a handwritten thank you card from the pastor that includes a \$5 gift card to Starbucks. Use an envelope color other than white to stand out. If they only gave us an email address, send a thank you email and include a digital \$5 gift card to Starbucks.
- If the guest requested information about church ministries this info is mailed from the office on Tuesday.
- On Friday send an email from the pastor... "coming up this weekend." "Hope you received your Starbucks gift card."

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## GUEST FOLLOW UP/ASSIMILATION

### AFTER THE SECOND VISIT

- Send a handwritten card from our associate pastor thanking them for their second visit. Include information about our life groups and our monthly Coffee Connection meeting to help guest learn more about the church.
- Include guests in our email updates.

### AFTER THE THIRD VISIT

- Send letter from the office about serving opportunities.

### 30 DAY FOLLOW UP

- If guest has been attending: Send an email from the pastor thanking them for joining us for worship this month. Invite them to consider joining one of our life groups.
- If guest has not been attending: send an email inviting them to join us again for worship. Include a video of someone sharing how the church has impacted their life/family. Inform guests of an upcoming sermon series or church event.

### SIX WEEK FOLLOW UP

- If guest has been attending faithfully, the associate pastor follows up to encourage next steps: baptism, membership, life groups, and serving.

### CHILDREN'S MINISTRY FOLLOW UP

- CM Pastor sends a handwritten card to the child with a \$5 gift card for frozen yogurt enclosed.
- CM Pastor sends letter to the parents thanking them for the opportunity to serve their children. Also include: safety procedures, curriculum/lessons, and upcoming events.

### FIRST TIME DONOR FOLLOW UP

- When a guest gives their first offering to the church, a letter is sent from the office thanking them for their gift. We include: information on the various ways to give, a reminder that their gift is tax-deductible, and a booklet called "What happens when you give."

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## ABSENTEE FOLLOW UP (REGULAR ATTENDEES)

### FIRST SUNDAY MISSED

- No follow up (everyone misses a Sunday from time to time)

### SECOND SUNDAY MISSED

- Send an email from Associate Pastor: "Email: How's it going? The pastoral staff and I talked about how we missed you on Sunday. Are you doing okay? Can we serve you in any way? Can we pray for you?"
- The Associate Pastor asks the absentee's life group leader to follow up with a "friendly we missed you."

### THIRD SUNDAY MISSED

- Handwritten "we missed you" card send from the deacons. If the absentee has missed a serving rotation, the team leader follows up.

### FOURTH SUNDAY MISSED

- Phone call from the pastor