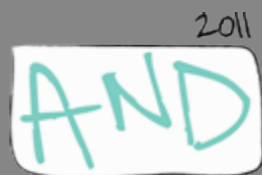


Guest Services Best Practices

Because People Matter



ANDCONFERENCE.COM



Guest Services Best Practices

Because People Matter
Mark Waltz



About Mark

Mark Waltz is a unifying force at Granger where he oversees adult relational connections, including groups, guest services and volunteer strategies. He also serves as pastor for Granger's Elkhart multisite location.

Mark's book, *First Impressions: Creating Wow Experiences in Your Church*, addresses the issues of guest attendance growth and volunteer development, offering strategies for making high-impact first impressions. His second book, *Lasting Impressions*, picks up where *First Impressions* leaves off: helping returning guests find a true sense of belonging. Mark's latest book, *How to Wow Your Church Guests: 101 Meaningful Ways to Make a Meaningful First Impression* is written in a pointed, short chapter format identifying and applying best practices any organization can implement to communicate authentic care to the people you serve.

Mark's ministry expertise is complemented by his marketplace experience, which includes retail management, employment and recruitment. He and his wife, Laura, of nearly thirty years are the proud parents of one daughter, Olivia – a freshman at Herron School of Art in Indianapolis.

By the way, he's got a blog: BecausePeopleMatter.com.





AND = Addition

Expect new people (*How to Wow: #3, p 13*)

Hospitality is hospitality

Prepare your mind (*How to Wow: #7, p 19*)

“Sometimes when I consider what tremendous consequences come from little things... I am tempted to think...there are no little things.”
— Bruce Barton





More than Technique

Meet them where they are (*How to Wow: #5, p 17*)

Be in the moment (*How to Wow: #75, p 101*)

You are the church

Think “one chance” (*How to Wow: #14, p 28*)





Culture or Lifestyle?

Do people really matter? ...Or only when they come to our church?

- Imitate Jesus' attitude (*How to Wow: #42, p 59*)
- It's not about you (*How to Wow: #81, p 113*)
- You're always on (*How to Wow: #82, p 114*)

Be wise in the way you act toward outsiders; make the most of every opportunity.

Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.

-Colossians 4:5-6





The Church at Church

Make everyone a host (*How to Wow: #97, p 135*)

Everyone can greet (*How to Wow: #56, p 77*)

Don't forget to tell stories (*How to Wow: #70, p 92*)

