

## First-Time Guest Process

- ❑ Ask first-time guests to fill out a connection card with name, email address and mailing address
- ❑ Give first-time guests a small thank-you gift for visiting and invite them back next weekend
- ❑ Send follow-up email that introduces the lead or campus pastor, asks if they have any questions, and invites them to fill out a feedback survey
- ❑ 1 week later: Send an email about resources available on the website (e.g., past sermons, podcasts, etc.)
- ❑ 2 weeks later: Send email describing how to get plugged in to small groups
- ❑ 3 weeks later: Send email outlining how to get involved serving
- ❑ Invite guests to monthly welcome lunch
- ❑ Send mailing to guests, inviting them to come to any special services (e.g., Easter, Christmas, etc.) or upcoming events