

# FIRST TIME GUEST

## Purpose:

To foster a warm and inviting environment to welcome guests to meet some Omni Fellowship Leaders

## Platform Welcome

- Every week is warm greeting, Welcome Cards, Guest Reception
- Limited additional announcements.
- Choose the right people to make announcements.

## Follow Up First Time Guests

1. Collect paper guest cards (Sunday)
2. Upload paper guest cards into Dropbox (Tuesday)
3. Add their info into TextInChurch (Tuesday)
4. Send First time Guest E-mail through TextInChurch (Tuesday)
5. Send a First time guest text through TextInChurch (Wednesday)
6. Write them a Guest card & mail that to them (Wednesday)

## Example of Omni Guest E-mail

Husband and wife (name),

Thank you for coming to Omni Fellowship on Sunday! We hope the Lord met with you in a meaningful way.

**If possible, we would love to grab coffee with you to hear more of your story. If that works, let us know and we'll get something on the calendar with a staff member.**

Omni is all about Jesus. We really want people to meet Jesus and grow up in Jesus. In short, we want to make great disciples of Jesus. Disciple making primarily happens through our Gathering Groups. So we'd love to encourage you toward one of our groups. Below, you can find some information about our Gathering Groups, among a few other things that might be helpful.

**COFFEE WITH A STAFF MEMBER OR ELDER:** We would be delighted to get to know you more & answer any questions about Omni you might have! Please contact Leslie Ayuko [layuko@omnifellowship.com](mailto:layuko@omnifellowship.com) if you would like to set up coffee with a staff member.

**WEEKLY NEWSLETTER:** If you'd like to be added to our weekly newsletter in order to stay up-to-date with us, please email Leslie Ayuko [layuko@omnifellowship.com](mailto:layuko@omnifellowship.com).

**MORE INFORMATION:** Here are a few ways to gather more information. At your convenience, **spend time on our website.** (**website:** [Omni Fellowship](#)). It contains great information. Feel free to read through our [statement of faith](#), which works through the vision and values of Omni. In addition, **Discover Omni** classes will begin in 2017. Discover Omni is designed for those who want to learn more about Omni, and for those who want to take the next steps toward covenant membership. If you are interested in attending, [info@omnifellowship.com](mailto:info@omnifellowship.com) today! If you would just like more information about Omni in general, please email us at ([info@omni-fellowship.com](mailto:info@omni-fellowship.com)).

**ESTABLISHING A RELATIONSHIP WITH JESUS:** We are really excited to have the opportunity to walk beside you as you enter the next season of your life. Someone from Omni Fellowship will be in touch soon if you checked this area on your visitor card. We'd love to hear more about what God is doing in your life, and to see how we can serve you along the way.

**GATHERING GROUPS:** We would love to get you connected to one of our groups. I really think Gathering Groups will be a huge blessing for you. Each Sunday, we have a GG table where you can sign up for one. Lotanna Uchendu Ken Latchem is responsible for our Gathering Groups. Please let him know if there is any way he can serve you.

**PRESCHOOL AREA (birth-5yr olds):** Portia Uchendu is over preschool (Birth-Kindergarten). Our preschool does a great job of creating a safe place for children, teaching big truths about God in age appropriate ways, and praying over the hearts of our children. They would love to answer any specific questions you may have, feel free to shoot Portia an email [puchendu@oomnifellowship.com](mailto:puchendu@oomnifellowship.com).

**CHILDREN'S AREA (1st-6th):** Shatavia Dawson is over our Children's (1st-6th grades). They are doing a wonderful job with our children. They teach the Bible in creative and age-appropriate ways, pair them with leaders to help them understand the information, and pray over them consistently. If you have any questions about our children's ministry, feel free to send Shatavia an email.

**STUDENTS (7th-12th):** Stephen Drake, Mark Testardi, and Mya Parker are over our Student Ministry. They are doing a great job loving our teenagers. They currently meet on Wednesday nights at their home, which is in Cedar Hill. Shoot them an email with any specific information that you would like to have.

**WORSHIP MINISTRY:** Brandon Williams is over our Worship Ministry. Our desire at Omni is to create a ministry that is Christ-centered, marked by excellence, and is one that empowers believers to use their creative and artistic gifts to worship our Father. If you have any questions and need more info, please email Jordan or Wil & Dawn.

**VOLUNTEERS:** If you're interested in volunteering, let us know. We have several volunteer needs at Omni, including the ministries mentioned above. Please contact Leslie Ayuko at [layuko@omnifellowship.com](mailto:layuko@omnifellowship.com). If there's anything else you need on the journey toward serving, he'd love to help you.

We look forward to walking alongside you as family!  
Have a good day.

Love & Grace,  
Valentine  
Lead Pastor  
Omnifellowship.com

## **Detail instruction of Omni Follow-Up System**

The first 24-48 hours after initial contact are the most important to follow up. From emails to phone calls to home visitations, finding appropriate ways to show first-time visitors that they're welcome will go a long way towards welcoming them back.

Omni Fellowship will follow up with our first time guests within 24-48 hours; this will allow us to greatly increase our retention rate. That's a small widow, but Omni will strive to hit it every week.

Omni will insist that our staff is sharing the information they learn at each touch point with every visitor. We will also converse and pray over visitors on Tuesday's, which is our staff day.

Capturing the information from each follow-up is important because, when shared conveniently, it allows other staff and even key lay leaders to know how best to connect, serve and reach out to these future members. Over time, a history of connections, conversation topics and personal needs can be compiled and understood, allowing Omni

Fellowship to be far more effective in serving specifically to individuals, instead of generically, to a crowd. Detailed below is the process of how Omni will follow-up with its first time guest.

### **SUNDAY:**

1. A Welcome Card is placed behind each seat during both Sunday gatherings.
2. It will also be announced during Sunday gatherings:
  - "If you are a first time visitor, there is a visitor card underneath your chair. If you'd take a moment to fill that out, we'd be grateful and we'll definitely make that worth your while and send you something this week."

Welcome Cards will either be dropped off in the Joy box or collected by ushers & counters, Sunday service (during offering), and given to Micaela Smith.

### **TUESDAY:**

1. All visitor cards will be added into the churches visitor's database, PCO.
2. All visitor cards will be scanned before emails are sent and filed in Dropbox folder (Omni Guest).
3. The visitor follow-up person goes through cards and designates whether each guest will receive the following, based on their information given:
  - A personal email from us.
  - A hand written note with \$5 gift card
  - All guests who provide an email should receive an email.
  - All guests who provide an address should receive a note gift card (once)
  - This will be a hand written note and all visitors who are from 18 years or older, from Cedar Hill or the surrounding areas will receive a \$5 gift card to Starbucks inside the letter.

- Emails are sent to Leslie A. [layuko@omnifellowship.com](mailto:layuko@omnifellowship.com) with the following responses, noting which areas were requested for more information:
- How to establish a personal relationship with Christ (If this is checked, please contact Valentine via email)
- More information about Omni Fellowship, [info@omni-fellowship.com](mailto:info@omni-fellowship.com)
- This should be done before 7:00pm.

### **EMAILS TO BE SENT OUT:**

This email is for visitors who want more information and who might be interested about ministry opportunities: Information to go on top of each email:

Name <----(any important info goes here, especially wanting a relationship with Christ, if Valentine met them, etc) E-mail address (this so I can personally email then)

Hey (name of individual goes here),

I wanted to shoot you a quick email to say THANKS for coming to Omni on Sunday! We loved having you. I really hope it was a blessing for you as well! Also, we will be adding you to our email data base so that you are informed in ALL that God is doing at Omni Fellowship.

If there is any way we can serve you, please let me know. If you are ever free and would like to grab some coffee, we would love to get to know you. We hope to see you again soon!

Have a good day.  
love& grace,  
Valentine  
Lead Pastor  
[Omnifellowship.com](http://Omnifellowship.com)

This email will be sent out those who did not check ANY options.

Information to go on top of each email:

Name <----(any important info goes here, especially wanting a relationship with Christ, if Valentine met them, etc) E-mail address

Hey (name of individual goes here), I wanted to shoot you a quick email to say THANKS for coming to Omni on Sunday! We loved having you. I really hope it was a blessing for you as well!

Also, we will be adding you to our email data base so that you are informed in ALL that God is doing at Omni Fellowship.

If there is any way we can serve you, please let me know. If you are ever free and would like to grab some coffee, we would love to get to know you. We hope to see you again soon!

Have a good day.  
Valentine  
Lead Pastor  
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**WEDNESDAY:**

The handwritten notes that will be sent out to those with addresses with the following note:

Hi,

Thanks so much for coming to Omni on Sunday. We loved having you and we hope it was a blessing (or encouragement, or challenge) for you as well. If there is any way we can serve you, or anything we can do for you, please let us know. We hope to see you again soon, but in the meantime, enjoy some coffee on us!

Have a great week,

Your name, for the Omni family (or "The Omni Family")

**NOTE:**

Stamps, gift cards, and thank you cards will be given to the individual as needed

Please inform responsible individual when running low on supplies

Also, Visitor cards are brought to staff meetings and discussed/prayed over.