**Definition of Guestology**

No matter how hard you prepare… no matter how well you execute… no matter how extraordinary the experience, in the end, **it’s your GUESTS who decides if the experience was a success**.

***Learning Activity*** – Evaluate your group’s guest current connection effectiveness

What are our values in Bible Fellowship?

**Things you can do BEFORE / Out of Group Time:**

*\*Your goal is NOT to DO ALL THE WORK but to share the work of the ministry so that the work gets done!*

**1 – BUILD YOUR Team** – these are key volunteer roles in the life of your group that directly impact your guest’s experience:

* Director
* Apprentice Director
* Prospect Coordinator
* Greeters
* Secretary

**2 – UTILIZE THE Tools** – leverage the resources from your minister and our Spiritual Development Team

* Reports
* *Reach cards*
* Own your own section
* Guest central
* Decision encourager
* Call nights
* Everyday conversations

**Things you can do DURING Group Time**

***Learning Activity*** – the “messy room” illustration

1 –ENVIRONMENT– ask, “does our room feel welcoming to a guest?”

* Setup – arrive early and make sure the room is set up for movement and learning
* Plan ahead – have a clear idea of how the group time will flow
* Everyone is a greeter

2 –ATTITUDE– you and your team set the “temperature” of the room

* Be welcoming
* Learn their name - Complete the BF Guest Form!!!
* Make people feel “noticed”
* Challenge your group members to think like owners

**Things you can do AFTER Group Time**

\*The guest experience does not end in the room…

***After their visit…***

* Live by the “24 Hour rule” – every guest should get a contact from someone on your team within 24 hours
* Personally invite them to the next thing…
	+ Sit with you in worship
	+ Your group next week
	+ Your next Group social
	+ Coffee/lunch/dinner
* Add guest to group communications

**Evaluation my Group’s Guest Connection Experience**

What are some needs, wants, and feelings that guests that visit your Bible Fellowship share?

What ways does your Bible Fellowship fulfill these needs, wants, and feelings?

What (if any) gaps do you believe there is in your guests Bible Fellowship experience?

What environment do you set for your Bible Fellowship group?

What is your follow up process for guests?

***Resource – Guest Questions***

**Family:**

How many kids do you have?

What are names and ages?

Which School and what grades?

**Home:**

How long have you guys lived here?

Where are you from?

**What brought you here?**

 **Occupation:**

What do you do for a living?

**Recreation:**

What do you for fun?

Favorite places to eat?

What do y’all enjoy doing as a family?

**Church:**

How did you hear about our church?

Have you attended any other churches in our area?

Did you grow up in church?

Do you have friends you sit with during the Worship Service?