

“Welcome one another, therefore, just as God has welcomed you,
for the Glory of God” ~ Romans 15: 7



Welcome Ministry Guidebook

St. Paul's Greek Orthodox Church

Irvine, California



For additional information contact:

George Ekizian 714.299.0566 gekizian2@gmail.com

Thank You for Joining!

Welcome to the “Welcome Ministry of St. Paul’s”

Thank you for answering God's call to serve His people through the ministry of hospitality. Your presence at the entrance of our parish is far more than providing directions, greeting visitors, or answering questions. You are often the very first expression of Christ's love that someone encounters when they arrive on our campus. Whether a person is visiting for the first time, returning after many years away, or has worshiped here for decades, every individual deserves to be received with warmth, dignity, and genuine Christian love. A welcoming smile, a kind word, or a simple act of assistance can help someone feel that they have truly come home.

Throughout Holy Scripture, hospitality is presented as a sacred calling rather than merely a social courtesy. Our Lord Himself reminds us that whenever we receive others with love, we receive Him.

“I was a stranger and you welcomed Me.” Matthew 25:35

As members of the Welcome Ministry, we strive to reflect these Gospel values by creating an environment where every person experiences the love of Christ and the welcoming spirit of His Church. Every greeting, every conversation, every act of kindness becomes an opportunity to share the Gospel without speaking a sermon.

This guidebook has been prepared to help you serve confidently and consistently. Inside you will find the responsibilities of Welcome Team members, schedules, contact information, procedures, suggested responses to common questions, and practical guidance for serving our parish family and Guests with excellence.

While procedures are important, people always come first. Our goal is not simply to complete assigned tasks but to help every person who enters our doors feel seen, valued, respected, and loved.

As you begin this ministry, remember the words of the Apostle Peter:

“As each has received a gift, use it to serve one another, as good stewards of God’s varied grace.” 1 Peter 4:10

May the Holy Spirit guide your words, your actions, and your heart as you serve. May your ministry reflect the joy of Christ's Resurrection, the warmth of Christian fellowship, and the love that has always characterized His Church.

“Do not neglect to show hospitality to strangers, for thereby some have entertained angels unawares.” Hebrews 13:2

George Ekizian
Welcome Ministry Coordinator

Our Purpose

Our Mission

To ensure that every person who enters St. Paul's feels welcomed, valued, and connected through genuine Christian hospitality.



Our Goal

Every Guest Should Leave Our Parish Thinking or Sharing:

- ✦ "They (Welcome Team Members) were genuinely glad I came."
- ✦ "Someone noticed me."
- ✦ "I felt comfortable."
- ✦ "I met new people."
- ✦ "I want to come back."



The Heart of Our Ministry

"Leading With Our Hearts and Making Love Our Aim."

We are not simply greeting people.

We are helping people encounter the love of Christ through Christian hospitality.

Our ministry is lived one person at a time:

- ✦ *Every smile...*
- ✦ *Every handshake...*
- ✦ *Every conversation...*
- ✦ *Every act of kindness...*

...may be the very moment God uses to welcome someone into His family and help them find a church home.

Who Do We Greet?

EVERYONE!

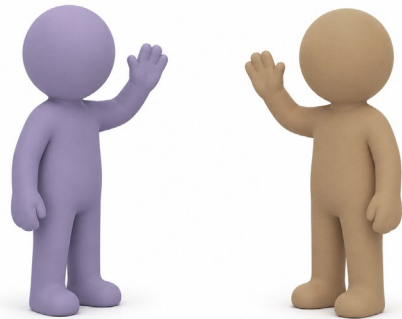
It's a wonderful
opportunity to create a
loving environment for all!



Inquirers & Guests



Families



Parishioners & Friends

What Hospitality Looks Like

(it's all about connecting!)



Welcome Ministry Team “Touch Points”

How Do I Greet Someone - What Do I Say?

Tips & Talking Points

As a Guest Approaches the Welcome Table

- > It's good to see you!
- > I don't think I've met you. My name is:
- > How are you doing?
- > We are glad you are here.
- > What brought you to St. Paul's?

After Liturgy

- > It was good to see you (or good to see you again).
- > It was nice to have you with us.
- > Do you have any questions or need anything else?
- > Have a great week.
- > God Bless You!

At Coffee Hour

- > Do you know someone here?
- > Are you from this area?
- > Are you visiting?
- > Have you visited here before?
- > Have you been to an Orthodox Church before?
- > Do you have any questions or need anything else?

The Heart of Hospitality

To help you serve with confidence, we have gathered these practical insights from many years of welcoming Guests to our parish.

Be Prayerful

- Begin each Sunday with prayer.
- Remember that welcoming others is a ministry, not simply a task.
- Ask God to help you recognize those who may need encouragement or assistance.

Be Present

- Arrive at least 30 minutes before Divine Liturgy.
- Be prepared and ready before the first Guests arrive.
- Wear your Welcome Ministry name badge.
- Be dependable and communicate in advance if you cannot serve.

Be Warm and Approachable

- Smile naturally.
- Make eye contact.
- Offer a sincere greeting.
- Learn and use people's names whenever possible.
- Introduce yourself to those you do not know.

Be Attentive

Look for people who may:

- Be visiting for the first time.
- Appear uncertain where to go.
- Need assistance.
- Be standing alone.
- Have mobility challenges.
- Have young children.
- Anticipate - don't wait to be asked.

Be Inclusive

- Welcome everyone equally.
- Avoid spending extra time talking only with close friends.
- Your priority is always those who may otherwise feel unnoticed.

Follow Through

Assist with:

- Visitor registration.
- Guest follow-up.
- Attendance Counts.
- Distribution of Welcome Materials.
- Communicating observations to the Welcome Team Coordinator.

The Heart of Hospitality

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Essentials



- Approach with a natural SMILE.
- Notice people before they ask for help.
- Introduce people to one another.
- Walk with Guests instead of pointing.
- Listen more than speak.
- Make every interaction personal.
- Demonstrate patience and kindness.
- Serve with humility.
- Represent Christ in every conversation.

Be Knowledgeable

Become familiar with:

- Upcoming Events & Service Schedules.
- Parish Ministries.
- Sunday School.
- Restroom Locations.
- Nursery.
- Fellowship Hall.
- Church Campus.
- Visitor Information.
- If you do not know an answer, gladly introduce the guest to someone who does.

Be Engaged During Coffee Hour

The ministry continues after Divine Liturgy, help Guests:

- Find Refreshments.
- Meet Parishioners with like Interests/History.
- Connect With Families.
- Learn About Parish Life.
- Feel included in conversations.
- Never allow a guest to sit alone - but respect their needs and don't be overbearing.

Just a Few Cautions to Avoid

- Standing in groups talking only with friends.
- Using phones while serving.
- Pointing instead of escorting Guests.
- Discussing parish internal matters.
- Answering questions you are unsure about.
- Making Guests feel pressured (*Never distribute a pledge card to a first-time Guest*).
- Leaving the Welcome area unattended.

Welcome Ministry Team Coordinator Responsibilities

The Welcome Ministry Team Coordinator leads and supports the ministry to ensure consistent, Christ-centered hospitality. By recruiting volunteers, coordinating schedules and communication, providing training, and fostering a spirit of service, the Coordinator helps every guest and parishioner experience the warmth and welcome of our parish family.

The responsibilities below guide the Coordinator in building a ministry that reflects the love of Christ in every interaction.

Recruiting & Training Team Members

- Recruit members (engaging, helpful, kind, ethical, desire to grow our church).
- Hold annual vision meeting/training session.
- Designate / train team captains to fill in if absent.
- Make up annual greeter schedule.
- Provide a mechanism for greeter feedback.

Prepare the Welcome Area Each Sunday and Major Services

- Begin set up either at or soon after the beginning of Orthros.
- Wear your name badge when setting up for early attendees.
- Set up greeter podium/table and registration kiosk/materials.
- Place most bulletins in the Welcome Area and a few in the Narthex. Bulletins should be personally handed to each guest and parishioner - it leads to a natural discussion.
- Assign attendance counter (use clicker).
- Manage registration kiosk / assist with inputting information (if applicable).
- Give non-Orthodox guest(s) a brief orientation; assign a "Pew Pal" (parishioner who is willing to sit with them during the Divine Liturgy and guide them).
- Assign Welcome Team Member to introduce new comers to existing parishioners.
- Coordinate Guest follow-up emails with office staff; distributed the following week.
- Call all Guests by following Friday and thank them for attendance, confirm if they received the email, and tell them you hope to see them Sunday

ADDITIONAL RESOURCE MATERIALS

More Samplings From St. Paul's Irvine



Welcome Badge

Welcome Ministry Team “Touch Points”

Know Your Resources

A Sampling From St. Paul’s Irvine

St. Paul’s Website: Visitor Page.

Social Media: Parish Facebook / YouTube Sites.

Parking Lot: Security / ERT (Emergency Response Team) Greeters.

Welcome Podium: Kiosk / Bulletin / Welcome Packet.

Narthex & Nave Assignments: Know all on-duty Ushers.

Pews: “Pew Pals”; Full complement of Liturgy Books available.

Sunday School: Sunday School Greeters;
Welcome team members should share Sunday School information packet with new/visiting families.

Welcome Display: Welcome Team Member(s) to answer questions.

Coffee Hour: Visitor Table; Assign Welcome Team Member to tables or as “Coffee Hour Minglers.”

Activities / Events: Distribute upcoming Parish Event Information.

Sample Ministry Team Schedule

"Two are better than one, because they have a good return
for their labor" — *Ecclesiastes 4:9*

1ST WEEK	JUL. 5	AUG. 2	SEPT. 6	OCT. 4	NOV. 1	DEC. 6
	ANGELAKIS	ANGELAKIS	ANGELAKIS	ANGELAKIS	ANGELAKIS	ANGELAKIS
	DERDERIANS	DERDERIANS	DERDERIANS	DERDERIANS	DERDERIANS	DERDERIANS
	GIRARD	GIRARD	GIRARD	GIRARD	GIRARD	GIRARD
	PATROPULOS	PATROPULOS	PATROPULOS	PATROPULOS	PATROPULOS	PATROPULOS
	TEDESCOS	TEDESCOS	TEDESCOS	TEDESCOS	TEDESCOS	TEDESCOS
2ND WEEK	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN
	JUL. 12	AUG. 9	SEPT. 13	OCT. 11	NOV. 8	DEC. 13
	BARRETT	BARRETT	BARRETT	BARRETT	BARRETT	BARRETT
	LUKOSHYN	LUKOSHYN	LUKOSHYN	LUKOSHYN	LUKOSHYN	LUKOSHYN
	PATTON	PATTON	PATTON	PATTON	PATTON	PATTON
	REYES	REYES	REYES	REYES	REYES	REYES
3RD WEEK	REZHKO	REZHKO	REZHKO	REZHKO	REZHKO	REZHKO
	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN
	JUL. 19	AUG. 16	SEPT. 20	OCT. 18	NOV. 15	DEC. 20
	BATANEANT	BATANEANT	BATANEANT	BATANEANT	BATANEANT	BATANEANT
	COLCLASURE	COLCLASURE	COLCLASURE	COLCLASURE	COLCLASURE	COLCLASURE
	CONZAMAN	CONZAMAN	CONZAMAN	CONZAMAN	CONZAMAN	CONZAMAN
4TH WEEK	DEBBANEHS	DEBBANEHS	DEBBANEHS	DEBBANEHS	DEBBANEHS	DEBBANEHS
	SEPULVEDAS	SEPULVEDAS	SEPULVEDAS	SEPULVEDAS	SEPULVEDAS	SEPULVEDAS
	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN
	JUL. 26	AUG. 23	SEPT. 27	OCT. 25	NOV. 22	DEC. 27
	AINSWORTH	AINSWORTH	AINSWORTH	AINSWORTH	AINSWORTH	AINSWORTH
	HOLLANDS	HOLLANDS	HOLLANDS	HOLLANDS	HOLLANDS	HOLLANDS
	SYLVIA	SYLVIA	SYLVIA	SYLVIA	SYLVIA	SYLVIA
	TURNEY	TURNEY	TURNEY	TURNEY	TURNEY	TURNEY
	YOUSSEF	YOUSSEF	YOUSSEF	YOUSSEF	YOUSSEF	YOUSSEF
	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN	EKIZIAN

Attendance Tracker

GUIDELINES

- ❖ Include all Choir, Acolytes, Ushers, and Welcome Team
- ❖ Include all Parishioners & Guests
- ❖ Include all Youth
- ❖ Be Discreet with Counting (we use a hand clicker)
- ❖ Record 3 Counts

DATE: _____

COUNT TIMES

- | | |
|---------------------------|-------|
| ❖ Beginning of Orthros | _____ |
| ❖ Beginning of Doxology | _____ |
| ❖ End of Gospel | _____ |
| ❖ End of Communion Prayer | _____ |
| ❖ Worship Total | _____ |