

## Cares for People (Hospitality)

### EXECUTIVE SUMMARY

The provision of hospitality goes beyond friendliness. A hospitable church is one that has compassion for people, shows love, care and concern, and where everyone feels loved.

Two departments are formally responsible for conducting activities related to hospitality, the Hospitality Department and Ushering. Worthy of note is the Wisdom Group, for the reason described below. Pastors George and Funmi also play formal roles in providing hospitality to first-time visitors.

#### Hospitality Department:

Its responsibility is limited to preparing and serving food and drinks to visiting pastors. Apparently, Welfare has recently been added to the Department's purview. Welfare was set up to care for the needs of the church members, but apparently so far it has not discharged any responsibilities. Other than the above, neither Hospitality nor Welfare appears to have any articulated visions or goals.

#### Ushering Department ("Ushering"):

Its vision, which is in line with the church's, is expressed as being as follows:

- To [have] effective ushers who welcome people into the service with grace and love.
- To ensure that members of the church are seated and orderly during the service.
- To ensure ushers are disciplined in attending the weekly ushers' meeting and carrying out their duties with discipline and punctuality.
- To be spiritually built up in encouraging one another by praying before and after the service and meeting monthly to review performance.
- To enhance the duties of the ushers and ensure compliance.

The department expressed its goals as follows:

- To ensure people feel welcome and comfortable so that they return.
- To create a conducive worship atmosphere so that the congregation can feel free to worship.
- To visit other churches to see how things are being run in ushering.
- To make sure all ushers are of one accord, encouraging and admonishing one another; and to encourage one another to put Jesus Christ first, serving to the glory of God.

The department's duties include welcoming members and first timers, and ensuring that first timers meet with Pastor after service. The ushers also follow up on new members. They are responsible to call first timers the same week of first visit and write a report of the call. According to

Ushering, the ushers explain to visitors what the church vision and goal are and ask if visitors have transportation or any hindrances to coming to church; they also follow up for as long as possible and call guests who don't return. The Pastor and his wife also make home visits.

Wisdom Group: The group expressed some of its goals as trying to help new members settle in and find their feet, especially those who have relocated from Nigeria. For example, the group plans to help find housing, open bank accounts and deal with the MVA; donate furniture, and set up a fund for monetary donations to provide assistance. So far it appears that members have talked about but not actually put into effect any of these goals. The group is also tasked with overseeing Men of Faith and Daughters of Zion.

## RECOMMENDATIONS

The following are the recommendations for Hospitality. These recommendations can be applied from a short-term to long term basis.

Recommendation	Goal	Execution Path	Range (short-, mid-, long-term)
Position the Ushering Department to take full advantage of opportunities, build upon their strengths and make improvements where there are weaknesses.	To bring to the next level the quality of hospitality offered by the department.	<ul style="list-style-type: none"> <li>Separate its vision from its goals, which are currently intertwined and overlap</li> <li>Expand its list of written goals to include the unwritten goals that it is currently executing or planning to execute</li> <li>Consistently perform the duties that it has outlined for department members and execute its goals</li> <li>Recommend providing "welcome" package with info about church, history, beliefs, contact #s etc. Include healthy snack, drink, CD of past sermon.</li> </ul>	Short/mid term Long term
Create a separate Member Retention Department to follow up on and retain new members or incorporate within Hospitality	To ensure new members feel welcome, that concerns and needs of new members are addressed, and to retain members.	<ul style="list-style-type: none"> <li>Develop written visions and goals for Retention Department (with the assistance of Ushering which is currently performing duties related to Ushering and Member Retention)</li> <li>Recruit members for the Department</li> <li>Assign a department member to specific new members (as Ushering currently does)</li> <li>Schedule and make weekly calls to new members</li> <li>Quickly address concerns expressed by new members</li> </ul>	Short/mid/long-term
Build up and develop the current Hospitality department so that it fully incorporates Welfare (and Member Retention if the alternative suggestion above is followed).	To ensure that there are specific people in charge of welfare of members; to ensure members feel welcome and loved, and to address needs and concerns of members generally.	<ul style="list-style-type: none"> <li>Develop written visions and goals for Hospitality Department</li> <li>Recruit members for the Department to perform the expanded role of the Department</li> </ul>	Short-term  Short/mid/ long-term
All departments related to Hospitality should have regular meetings to exchange ideas and report on progress. Departments should be given autonomy to operate.	To ensure that ideas are coordinated, to facilitate improvement of the hospitality function and address gaps in function.	<ul style="list-style-type: none"> <li>Decide upon meeting schedule, once all departments are in place.</li> </ul>	Mid/long-term
The Wisdom Group should effect its stated goals as described above in the Executive Summary	To ensure new members feel welcome, that concerns	<ul style="list-style-type: none"> <li>Instead of merely discussing their goals, members should focus on and take practical steps to implement them, with</li> </ul>	Short/mid-term/ Long term

	and needs of new members, especially those relocating to Maryland, are addressed, and to retain members. To ensure that MOF and DOZ concerns and interests are addressed.	<p>specific time lines for implementation and responsibilities assigned to specific people</p> <ul style="list-style-type: none"> <li>• Take advantage of organizations like Freecycle as a method of obtaining furniture and other household items as needed</li> <li>• Set up active liaison and nurture relationship between Wisdom, DOZ and MOF.</li> </ul>	
Build up stronger fellowships for both men and women groups. Introduce regular fellowships and book discussion groups for young adults and teenagers.	To provide and solidify support system for church members. People will feel more comfortable in an intimate setting getting to know one another better, sharing and resolving issues of concern. To create a forum for showing support for and encouraging one another.	<ul style="list-style-type: none"> <li>• Reinstitute the home as a forum for the monthly family meeting</li> <li>• In addition to the monthly family meeting, DOZ and MOF should organize monthly home-based fellowships incorporating praise and worship, bible study, interactive discussion, and testimony sharing, in accordance with their respective visions.</li> <li>• Synergy should institute a regular fellowship and book discussion group for the young adults and teenagers.</li> </ul>	Short term mid-term Long term
Recommend regular training of church members on the meaning of hospitality, and how to operate in love and respect for one another. In particular, expose members of Ushering, Hospitality and Welfare to specialized training to effect their functions.	To change the overall church culture from top to bottom.	<ul style="list-style-type: none"> <li>• Pastorate should incorporate training into sermons and teachings.</li> <li>• Training and Development Department should research availability of suitable training, implement training sessions inside the church and arrange for attendance at sessions offered outside of the church.</li> <li>• Visit other churches with reputation for hospitality to see how they operate.</li> </ul>	Med/ long-term Short term
Recommend continuing to encourage support for attendance at events organized by members	To boost member morale.	<ul style="list-style-type: none"> <li>• Continue improving current system in place for effective communication of events to members.</li> <li>• Encourage more consistent support, which should include support for children's activities.</li> <li>• Put in place a formalized system for visitation of sick and bereaved and identify member(s) to be placed in charge of this role.</li> </ul>	Short term mid-term Long term
Recommend the planning of regular social and fun-filled outings outside of church, like movie, theatre, dinner outings, trips out of town, where members can interact on informal basis and get to know one another better.	To boost member morale, create stronger community identity, increase excitement about coming to	<ul style="list-style-type: none"> <li>• Designate a member of hospitality who will be responsible for planning activities outside of church and encouraging members to attend.</li> <li>• Outings can be arranged on department and on church wide</li> </ul>	Short-term Long term

#### 4 | Cares for People (Hospitality)

	House of Glory.	basis. <ul style="list-style-type: none"> <li>• The designated person in hospitality should work closely with Synergy for church-wide outings to achieve this goal.</li> </ul>	
Continue the tradition of bringing in meals to share among members for special events.	Increase fellowship and communion among members.	<ul style="list-style-type: none"> <li>• Instead of members packing the food to go home which defeats the purpose, have regular sit down meals together where members can serve themselves and eat together in communion.</li> <li>• Ensure members prepare and bring sufficient food so that there is more than enough to go around and there is no need for someone to share out the food and restrict portions.</li> <li>• Since space is an issue in our current setting, until new church is built, increase the use of members' homes to share meals for special events.</li> </ul>	Short/mid/ long-term
Put in place a grievance and conflict resolution process. Have conflict resolution training for all members and especially for those in leadership positions.	Minimize conflict, increase unity, trust and openness among members.	<ul style="list-style-type: none"> <li>• Set up a committee to brainstorm how best to effect this.</li> <li>• Research conflict resolution programs for churches and make training available.</li> <li>• Based on findings put a process in place.</li> <li>• Regularly advise members of the process for voicing concerns.</li> </ul>	Short/mid/long term
Improve communication process within the church.	Minimize conflict and misunderstanding, increase unity, trust and openness among members and between members and leadership. Remove barriers to people seeking help. Improve membership retention.	<ul style="list-style-type: none"> <li>• Institute processes for communication.</li> <li>• Research available training for effective communication.</li> <li>• Institute training of members and leadership.</li> <li>• Build upon established process for expressing concerns to ministers.</li> <li>• Regularly advise members of the process for voicing concerns.</li> <li>• Protect confidentiality of sensitive member information.</li> </ul>	Short/mid-term Long term
Improve counseling services available to members.	To provide support and help for members and boost morale.	<ul style="list-style-type: none"> <li>• Introduce training for counselors.</li> <li>• Consider creating a counseling department.</li> </ul>	Mid/long-term
Create formal caretaking procedures in children's department.	Increase sense of belonging in children.	<ul style="list-style-type: none"> <li>• Put system in place such that there is a formal record of special needs of children in the church.</li> <li>• A form should be completed by parents detailing allergies to food and medications, etc.</li> <li>• The church should provide funds for food and drinks so that shopping is done by one person on a consistent basis.</li> <li>• Parents bringing in food should be encouraged to make</li> </ul>	Short-term mid-term long-term

## 5 | Cares for People (Hospitality)

		special provision for those with special needs. <ul style="list-style-type: none"> <li>Awareness of issues relating to children with special needs should be increased among members.</li> </ul>	
Use church bus on regular basis to transport members in need to church for activities during the week, rehearsals and services.	Improve welfare of members, boost morale, increase attendance.	<ul style="list-style-type: none"> <li>Have a roster of member drivers who can perform this function</li> <li>Have a system so members can give advance notice of need and so transportation needs can be coordinated.</li> </ul>	Short/mid/long-term
Implement food pantry for church members with need, operated by the hospitality department and stocked with items donated by members.	Improve welfare of members, boost morale.	<ul style="list-style-type: none"> <li>See notes in worksheet</li> <li>Hospitality to establish and operate pantry</li> </ul>	Short/mid/ long-term
Recommendation: Set up welfare fund to use to help members with identified need.	Improve welfare of members, morale.	<ul style="list-style-type: none"> <li>See notes in worksheet</li> <li>Welfare/Hospitality to coordinate with Pastor the establishment and operation of funds.</li> </ul>	Mid/long-term

## WORKSHEET

### Hospitality

The provision of hospitality goes beyond friendliness. A hospitable church is one that has compassion for people, shows love, care and concern, and where everyone feels loved.

Strengths	Sub headings		Notes
	Welcome		
		Initial welcome to guest	From all accounts, a warm welcome is provided to guests.  Ushering consistently appears to look for opportunities to better the department. They recently conducted a SWOT exercise: they talked about each person they had followed up and the result, i.e. experiences with follow up. EG what comments have people made about not returning to church? They incorporate the good things. They visit other churches (e.g. Jesus House, Baltimore) to see how ushering is done. They meet at each other's houses.  <b>Recommend providing "welcome" package with info. about church, history, beliefs, contact #s etc. Include healthy snack, drink, CD of past sermon.</b>
		Hospitable	Ushering plays a positive role in contributing to hospitality. Members are generally friendly and welcoming but seem to be partial sometimes as to the warmth and direction of their welcome. <b>Recommendation: Weaknesses identified below should be worked upon and</b>

			<b>recommendations followed. Members should be constantly reminded that we must show love to all without discrimination.</b>
	<b>Social</b>	Fellowship	<p>The church members including the pastorate gather together to support members at functions like weddings, naming ceremonies, and the like. However, support can be inconsistent, with individual members sometimes appearing to choose "favorites" to support.</p> <p><b>Recommendation: Continue improving current system in place for effective communication of events to members.</b></p> <p><b>Recommendation: Encourage more consistent support, which should include support for children's activities, like special sporting events, plays, concerts and awards.</b></p> <p>Men of Faith and Daughters of Zion have monthly fellowship meetings.</p> <p>Ushering Department members have monthly meetings- they pray together, fellowship together, encourage one another, try to improve in areas of weaknesses. They talk about their strengths. They show appreciation to one another, care for one another- if someone is absent they call or visit to find out what is wrong.</p> <p><b>Recommend: Develop strong monthly home fellowships for men and women groups so people can feel comfortable in an intimate setting getting to know one another better, sharing and resolving issues of concern. The fellowships would act as a forum for showing support for and encouraging one another. Reinstitute the home as a forum for the monthly family meeting.</b></p> <p><b>Recommend: Plan regular social and fun-filled outings outside of church, like movie, theatre, dinner outings, trips out of town, where members can interact on informal basis and get to know one another better. Build a strong sense of identity so that members are excited about coming to House of Glory. Have a member of hospitality who will be responsible for planning activities outside of church and encouraging members to attend. Synergy does a good job of planning in church activities. The designated person in hospitality should work closely with Synergy to achieve this goal.</b></p>
		Food	<p>The sharing of food is a unifier, bringing people together. People often bring food to church to share.</p> <p><b>Recommendation: Instead of members packing the food to go home which defeats the purpose, have regular sit down meals together where members can serve themselves and eat together in communion.</b></p>

			<p><b>Recommendation: Ensure members prepare and bring sufficient food so that there is more than enough to go around and there is no need for someone to share out the food and restrict portions.</b></p> <p><b>Recommendation: Increase use of homes for events involving eating.</b></p>
		Sense of belonging for children	<p>Children's department has regular performances by the children, which enhance a sense of belonging.</p> <p>However there is inconsistent care for children's needs. For example food is brought in for the children to eat during children's church or at other church events but there is often no catering to children with special needs, e.g. children with allergies, of whom there are at least three currently. One reason for this appears to stem from the fact that individual parents bring in food and snacks. The church does not perform this responsibility and so there is no coordination and parents bring in whatever they feel like. Another reason could be that there is no system in place for making people aware of children's special needs. A third reason appears to be that parents don't make sufficient effort to think about everyone's needs. As a result, some children feel left out or are exposed to potential medical emergencies.</p> <p><b>Recommendation: Put system in place such that there is a formal record of special needs of children in the church, as done in day care and school environments. A form should be completed by parents detailing allergies to food and medications, etc. The church should provide funds for food and drinks so that shopping is done by one person on a consistent basis. Parents bringing in food should be asked to make special provision for those with special needs. Awareness of issues should be increased among members.</b></p>
Weaknesses	Follow up	Follow-up	<p>This was expressed as a weakness when we conducted the initial SWOT analysis, but the pastorate and Ushering Department seem to have set up a system and laid a sound foundation upon which to build.</p> <p><b>Recommendation: Continue to build upon the foundation already laid. See main report recommendations above.</b></p>
	Love and welfare	Relationship (interpersonal and otherwise)	<p>Members appear to choose "favorites" to support and rally around while ignoring the needs of others.</p> <p><b>See recommendations under Fellowship above.</b></p> <p>A system has been put in place for members to talk to certain ministers if they have concerns. However, the communication process in the church is poor. Certain people are privy to information while others are shut out. There is an apparent lack of</p>



			<p>openness. People in leadership and the general membership often gossip and often rely and act upon hearsay. There is no system in place for members to defend themselves against gossip and unfounded accusations or for conflict resolution. Low premium is placed upon confidentiality of information which discourages people from sharing information or seeking help. This atmosphere is divisive and works against membership retention.</p> <p><b>Recommendation: Put in place a grievance and conflict resolution process. Have communication and conflict resolution training for all members.</b></p> <p><b>Recommendation: Regularly advise members of the process for voicing concerns.</b></p> <p><b>Recommendation: Emphasize the need for confidentiality of sensitive information shared and recreate trust in membership.</b></p>
		Care, welfare, hospitality	<p>Members are discouraged because of perceived lack of concern for needs by pastorate.</p> <p><b>Recommendation: A system whereby members can talk to certain ministers if they have concerns was recently put in place. Build upon this foundation, by having a counseling department with training provided for counseling, so people can seek confidential counseling.</b></p> <p><b>Recommendation: Increase use of church bus by making it available to transport members who have need of transportation to church services, weekly activities and rehearsals.</b></p> <p>There is no system in place for visitation of members with illnesses or who have suffered bereavement.</p> <p><b>Recommendation: put in place a system for visitation and identify member(s) to be placed in charge of this role. Continue to encourage members to individually visit members in such circumstances.</b></p> <p><b>Recommendation: Build home fellowship groups as suggested above. The home groups would enable host members to display the spirit of hospitality and enable attending members to share issues of concern, provide testimonies and examples of how others have overcome similar issues in the past, and show care by being there to listen and provide support. Develop sense of community and belonging.</b></p> <p>Members are going through hard times.</p> <p><b>Recommendation: Implementation of food pantry for church members with need,</b></p>

			<p>operated by the hospitality department and stocked with items donated by members. Open to all members without having to actually prove need, based on honor system. Operate in such a way that members don't feel embarrassed to take advantage of the pantry. Hospitality should be astute to follow up on a confidential basis to ensure members with perceived need do not fall through the cracks.</p> <p><b>Recommendation:</b> Set up welfare fund to use to help members with identified need with funds.</p>
		Spirit of humility, lack of respect	<p>Children, teens and youth are often rude, greeting some adults while ignoring others.</p> <p><b>Recommendation:</b> Parents should educate children, teens and youth about importance of humility and respect. Children's department should reinforce. Implement ongoing bible study/ fellowship/discussion/book group program for teens and youth.</p>
Opportunities		Community	<p>HOG is a small church with strong member interaction in and outside church.</p> <p><b>Recommendation:</b> Build on the community sense by encouraging stronger relationships which will build the church from within, and unite people in love and fellowship (see recommendations above). A strong and united church body can achieve a lot more than a divided church. Secondly, a united church will attract new members. Thirdly a united church will retain members as people will have a community identity.</p>
Threats	Member orientation/responsibility	Attitude (Nonchalance)	<p>People are discouraged and apathetic perhaps because of perceived lack of care and concern from pastorate.</p> <p><b>Recommendation:</b> Pastorate should listen more to and show empathy for members' needs. Focusing on getting members to attend church events and what members have failed to do without listening to and taking care of members' concerns may be counter-productive.</p> <p><b>Recommendation:</b> Implement morale boosting social activities as discussed above.</p> <p>Ushering Department expressed concerns about people slacking, lack of consistency and commitment, people not showing up for duty. Another potential threat is lack of prayer.</p> <p><b>Recommend-</b> Continue regular SWOT meetings and fellowships.</p>
	Money	Personal Economic well-being	<p>A lot of people are struggling economically.</p> <p><b>Recommendation:</b> Welfare fund and church pantry (see above).</p> <p><b>Recommendation:</b> Encourage members to be their brother's keeper, sharing ideas and resources.</p>

			<b>Recommendation: Wisdom group goals should be implemented.</b>
--	--	--	--