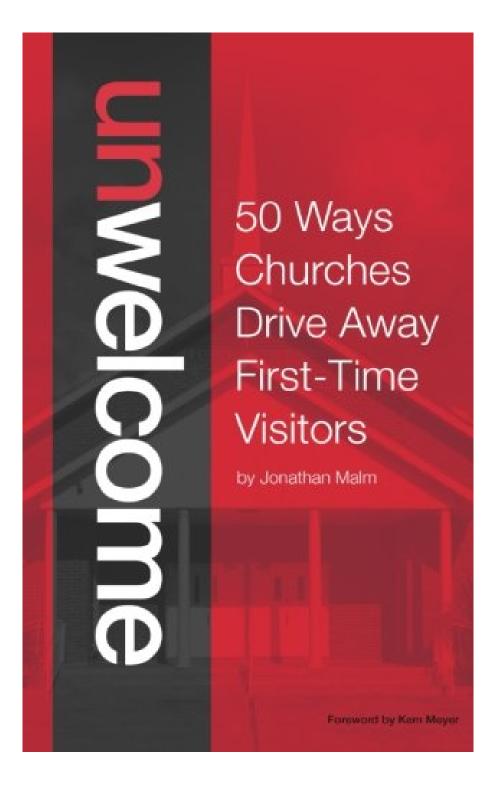


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Walking into a church for the first time can be scary. Are you making your first-time guests feel welcome? Or are you driving them away—unintentionally—with bad signage, reserved seating, clunky communication and more? In this practical book, Jonathan Malm examines 50 ways churches make first-time visitors feel unwelcome. The transgressions range from insider lingo to awkward transitions, a cold congregation to the over-eager greeter. With all 50 church faux pas, Jonathan suggests ways to not only fix the problem, but also infuse excellence into the situation so churches can put their best foot forward with first-time guests. A few simple changes can help your church roll out the welcome mat for your guests.

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8 of 8 people found the following review helpful.

You're silly to hesitate buying this book. Really.

By Life Change Church

This book is an incredibly valuable tool for just about every ministry in your church--not just the visitor ministry. I gave each of our ministry leaders something from this book that I thought would impact how they do ministry--all the way down to maintenance of the building from the "living room" of our website. It was a quick easy read that was topically organized in a way that didn't require a "vacation" from the office to read.

The best part is that in potentially touchy situations, you can use this as a third-person perspective, so to speak. It allows the conversation to be brought up (through the eyes of this book) without necessarily throwing someone under the bus. Still confrontational, but not brutal.

Worth it!

Rita Endres Communications director Life Change Church

7 of 7 people found the following review helpful.

Wonderful book, great insight and quite funny (In a "oh crap, we do that..." sort of way) By Livingstonetech

A great book to read for anyone looking for a way to ensure you're welcoming guests and not turning them

away. As a communications director for a church for almost 10 years, it can sometimes be difficult to notice what the guest experience has become in our own churches. This fresh look at the common pitfalls in many churches for the first time guest has been very helpful.

Our Guest Services director and I laughed hysterically at the Greeter Gauntlet. And by hysterically, I mean both in the sense that it was funny and with a little bit of hysteria as we realized we were doing that to our guests. Yikes!

Thanks Jonathan, great book, easy read, wonderful advice. Keep up the great work, we need your perspective and advice to reduce barriers and make it easier for people to experience Christ!

4 of 4 people found the following review helpful.

A good list

By David W. Riddle

This book is a good list of things that churches --the members and regulars themselves --do that make visitors feel unwelcome. For those just starting to think about modern evangelism, many of the topics will be new, but for others they will just serve as a review or even a checklist. All of the points are thoroughly explained.

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