

## Entertaining Angels: Becoming a truly welcoming church

*“... and remember always to welcome strangers, for by doing this, some people have entertained angels without knowing it.”*

*(Hebrews 13:2)*

**Thom S Rainer, in his book “Becoming a Welcoming Church” surveyed and interviewed hundreds of people to find out why they did not return to a particular church. Here are the top ten responses:**

- 1. Greeting time in church was unfriendly- church members were good at greeting each other but not so much new people.**
- 2. Unfriendly church members – don’t speak to guests because they don’t know them, and prefer to withdraw into holy huddles**
- 3. Unsafe and unclean children’s areas**
- 4. No place to get information on the church**
- 5. Bad church website**
- 6. Poor signage**
- 7. Insider church language**
- 8. Boring or bad church services**
- 9. Members telling guests they were in the wrong pew or chair “you’re sitting in my pew!”**
- 10. Dirty facilities**

**On the other hand, the positives were:**

- 1. Someone asked the guest to sit with her**
- 2. People introduced themselves to the guest**
- 3. There was clear signage**
- 4. There was a clearly marked welcome centre**
- 5. The kids loved the children’s area**
- 6. The children’s area was secure and sanitary**
- 7. Guest parking was clearly visible**
- 8. Church did not have a stand-and-greet**
- 9. Members were not pushy**
- 10. Guest card simple to complete**

