



# **CHRIST BAPTIST CHURCH (CBC)**

## **HOSPITALITY MINISTRY POLICY**

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## THE CHRIST BAPTIST CHURCH (CBC) HOSPITALITY POLICY

### 1. PREAMBLE:

The CBC desires to glorify God by being hospitable and generous as He blesses and directs us-especially to our visitors, guests, fellow church members and our communities. The mission of the hospitality ministry is to provide a welcoming environment of love, acceptance, comfort, support, care, and unity for visitors, members, guests, and friends in order to enhance their worship experience, encourage fellowship, and help build a community of believers. Furthermore, for those in need of salvation will be encouraged to trust Jesus as the Lord and Saviour.

The Biblical motivation for hospitality, God's Word teaches us that we have a duty to greet & welcome each other, be hospitable toward others, and fellowship with each other. The motivation for the hospitality ministry comes from the following scriptures.

- "Do not neglect to show hospitality to strangers, for by this some have entertained angels without knowing it." Hebrews 13:2
- "Share with the Lord's people who are in need. Practice hospitality." Romans 12: 13
- "Accept one another, then, just as Christ has accepted you, in order to bring praise to God." Romans 15: 7
- "But if we walk in the light, as he is in the light, we have fellowship with one another, and the blood of Jesus, his Son, purifies us from all sin." 1John 1:7
- "The King will reply, 'I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me.'" Matthew 25:40
- "Offer hospitality to one another without grumbling." 1 Peter 4: 9
- 3 John 1:5-8 Beloved, you are acting faithfully in whatever you accomplish for the brethren, and especially when they are strangers; (6) and they have testified to your love before the church. You will do well to send them on their way in a

manner worthy of God. (7) For they went out for the sake of the Name, accepting nothing from the Gentiles. (8) Therefore, we ought to support such men, so that we may be fellow workers with the truth.”

- Romans 12:9-13 “Be devoted to....contributing to the needs of the saints, practising hospitality.”

## **2. PURPOSE:**

The purpose of the Hospitality Ministry is ultimately to live out the Word of God by serving others. To take responsibility for welcoming and receiving visitors coming for the first time, as well as current church members. The hospitality ministry serves to reflect the love of Christ through expressions of gratitude, excitement, and enthusiasm.

2.1. Create an inviting environment during our services and special events that are:

- Welcoming
- Hospitable
- Friendly
- Organized
- Disciplined

2.2. Create a sense of belonging by making sure every visitor, member, and guest feels special and welcome in our church home

2.3. Decrease the amount of stress, anxiety, fear, and confusion for our visitors and guests through resources, such as:

- Greeters/Ushers/Security Attendants
- Welcome/Visitor packages
- Translators (when necessary)
- Visitor Cards

2.4. To develop a simple, friendly and easy-to-follow church website for visitors searching for a church within our city or town or in our proximity

Most people will Google a church before visiting for the first time, so our church's website must be updated, clean, and easy to navigate. This will help future guests to feel comfortable before they arrive. This ministry will ensure that:

- Our church's street address is prominent and easy to find so visitors can enter it into their GPS.
- Recent sermon videos are uploaded to give visitors a preview of what they can expect.
- A page specifically for newcomers, is included to answer frequent questions about parking, dress, children's ministry, faith builder's classes, services and other things they might want to know.
- A contact form or an email address—one that is monitored—is included so that any unanswered questions can be asked.

## **2.5. Encourage a smooth transition from being a visitor to becoming a member**

### **3. PRINCIPLES:**

The Hospitality Ministry is founded on five (5) principles which are:

- 3.1. Welcome:** To greet our visitors, guests, and members in a way to make them feel comfortable as they participate in our worship services and events.
- 3.2. Hospitality:** To express warmth, generosity, and kindness to our visitors, guests, and members by creating and maintaining a hospitable, loving and caring environment that is open, friendly, and sociable.
- 3.3. Fellowship:** To build a community of believers by developing special programs, and fellowship events such as teas and braais, family camps, etc. that will create an open, friendly, and sociable environment in Christ. To create unity among believers through the sharing of mutual or common activities, experiences, goals, ideas, and feelings in Christ.
- 3.4. Organization:** To manage our worship services and events to help create an environment that brings order, prevents chaos and is agreeable, enjoyable, and pleasant for worship by limiting all distractions and disturbances, such as conversations, walking back and forth, caring for babies, eating and drinking in the sanctuary, excessive noise, cell phone usage, children playing with toys and games, and any other related interruptions.

- 3.5. Discipline:** To ensure that the church members, guests, and visitors are following the rules, regulations, protocols, and procedures of the hospitality ministry to avoid chaos, confusion, and disorder.

#### **4. OPERATION OF THE MINISTRY:**

The hospitality ministry will focus on the following four (4) major areas, each area dealing with its related activities to fulfil the ministry:

##### **4.1. Welcome Unit**

- Ushers/Greeters
- Security/Parking Attendants
- Follow-Up Staff, Facilitating Visits – to visit is to know them (Visitors & Members), including email or letter writing

##### **4.2. Events Management and Accommodation Unit**

###### **4.2.1. Events Management:**

- Event Management Staff
- Catering Teams (Kitchen Staff)
- Waiters/Waitresses
- Decoration Staff
- Shoppers/Purchasers (Groceries, supplies, decorations, etc.)

###### **4.2.2. Accommodation:**

- Coordinate with CBC Members if accommodation is needed
- Accommodation or Lodging Staff
- Transportation

##### **4.3. Fellowship Unit**

- Encourage CBC Members to show hospitality to others or one another (e.g., through meals in a family setting; cooking or cleaning for the Elderly, providing meals or necessary needs to a family with the “new-born baby” or a member who has undergone surgery, etc.)

#### **4.4. Hospitality Relational Unit**

- Hospitality grows from an earnest witness and invitation to those outside the church's walls (family, workplace, neighbours, friends, community, etc.)
- Demonstrating Christ-like love to the community around the church.

### **5. BENEFICIARIES OF HOSPITALITY MINISTRY (VISITORS AND CHURCH MEMBERS):**

#### **5.1. Visitors**

- Visitors are first-timers at church, children and adults, all races, all male and female and elderly people.
- A Visitor could be a believer or non-believer –
- See attached **Annexure C: Assimilation Process**.

#### **5.2. Guests**

- Whilst guests may be similar to "Visitors", but to distinguish this group from others, CBC will define them as invited guests such as Guest Speaker(s) and their families.

#### **5.3. Church Member(s)**

- Any CBC member who has been accepted as an official member, his or her name is listed in the CBC Membership Book or Register.

### **6. COMMUNICATION AND INFORMATION REQUIRED:**

#### **6.1. Visitors Welcome Pack**

- Card: Visitor to complete personal details and needs of the visitor.
- Brief CBC profile, including the Mission Statement, Services and times, etc
- Clarity of CBC Authorised Contact Person and his or her contact details
- Goodies if necessary to endorse the welcoming spirit

#### **6.2. Visitors Information Desk or Table**

- For any inquiry by the visitors or guests
- Station for further collection of Visitor Cards completed
- Evangelism pamphlets and special request cards (regarding Pastoral duties or affecting other Ministries)
- Information about CBC Ministries, including referring to the CBC Website

## **7. RELATIONSHIP WITH OTHER CBC MINISTRIES:**

Whilst Hospitality Ministry relates to many other CBC Ministries, the Membership Class directly affects it. In most cases visitors decide to come for worship at CBC, among other reasons, to assess if it could be a suitable spiritual home to serve God. Thus, it is critical to have adequate information about the following:

- 7.1. When are Membership Classes?
- 7.2. What time are the classes?
- 7.3. Where are they held?
- 7.4. Important to know the Elder in charge of Membership Classes for any updated information or changes necessary for the visitors or potential new CBC members.

## **8. MONITORING AND REPORTING:**

- The Chairperson or a Designated Member of the Hospitality Committee will contact people in charge of the sub-units of the Hospitality Ministry every week to check the progress and then report the status of the Ministry on monthly basis to the Deacons and Elders.
- The Hospitality Ministry will present annual plans, including the budget to Business Committee for input; then thereafter submit the same or adjusted annual plans/ budget to the Deacons, subsequently to Elders for approval.

## **9. APPOINTMENT OF CHAIRPERSON AND THE HOSPITALITY COMMITTEE:**

- CBC Elders appoint the Chairperson of the Hospitality Ministry/ Committee from the CBC Deacons
- Some CBC Deacons and some CBC Members shall constitute the CBC Hospitality Ministry Committee subject to the approval of those Committee Members by the CBC Elders.
- Refer to the attached **Annexure A** for Committee Positions
- Refer to the attached **Annexure B** for Qualifications or Requirements of being a Committee Member

## **10. FREQUENCY OF MEETINGS:**

- Hospitality Committee will meet whenever necessary, including training meetings
- Adequate notification of at least three (3) days will be given for a meeting



## **11. Review of Policy:**

This Policy will be reviewed every two years to afford the Committee members chance to make some inputs or adjustments if necessary.

## **11. DURATION AND DISSOLVING OF THE HOSPITALITY COMMITTEE:**

- The Chairperson/ Deacon of the Hospitality Committee will serve indefinitely unless they resign from the committee or die or as Deacon not meeting the qualifications of being a deacon (1 Tim 3: 8 – 13)
- Hospitality Committee members may be rotated or retired every three (3) years and with a consideration of further three years (3) renewal, mutually agreed upon by the Member and the Chairperson subject to further approval by the CBC Elders.
- The Hospitality Committee can also be dissolved by the Elders based on strategic plans of Shepherding CBC or performing oversight duties (e.g. Deciding to recall the Hospitality Ministry and be performed by the Eldership Office).

**For confirmation of this Hospital Ministry Policy being approved by the CBC Elders, see the authorised signature below:**

**Approved by the Elders on:** 16 January 2023

**Date**

**Authorised Signature:** Pastor Joseph Mahlaola

**Full Name of Senior Pastor**



**Signature**