



FOLLOW UP GUIDELINES



Welcome Follow Up Serve Team Members, you have an extremely critical role as you provide a strong message of hope to our Guests. To make sure everyone is clear on our procedures and everyone's time is used as effectively as possible, below are the instructions regarding the Follow Up process.

Let's always give praise to our Lord and ask for wisdom and guidance as we serve in His ministry. All Serve Team Members get together 15-30 minutes to have a devotional and prayer time, and prepare for our Guests.

Serve Team roles:

- 1) Team Leader
- 2) Follow Up Team Member

NOTE: If circumstances warrant, it's possible that a Serve Team Member may be asked to help in another ministry area. It is our hope that anyone who is asked will say "Yes", and serve with a willing and cheerful spirit.

Serve Team Member duties:

1) Team Leader - Responsible for managing the Follow Up team and Follow Up process.

2) Follow Up Team Member -

1. Retrieve Guest folders from the Follow Up basket.
2. Select a Guest to call and review the entry in their folder from their last contact (Lighthouse visit or Follow Up call).
3. Call the Guest.
 - a. Introduce yourself: "Hi, my name is ____, and I am calling from the Lighthouse at Compassion Christian Church,".
 - b. Talk about the last time they visited the Lighthouse, especially the prayer requests noted in their last contact notes.
 - c. Share Jesus with the Guest and try to answer any questions. Most of all, give hope when applicable.
 - d. If interested in our church, give information about our church's beliefs and service times. If they have children, share about our kids/student ministries. Information found at compassionchristian.com.
 - e. Ask if they have any additional prayer requests; Record prayer requests on the InTouch Record in the next available space for "Continuing Contacts".
 - f. Pray with the Guest.
 - g. Ask if they are planning on attending church next Sunday. If comfortable, invite them to worship with you.
 - h. Invite them to the next Lighthouse date they are eligible to pick up food again.
 - i. Wish them well and hang up.
4. Make any necessary notes in the next available space for "Continuing Contacts". *Mark that this contact was a Follow Up call.*