

Communication Card: Welcome Call Team

1. Greeting & Introduction

- “Hi, is this [Name]? This is [Your Name] with Crossroads Church. How are you today?”
- Keep it warm, friendly, and not rushed. Smile as you speak — people can *hear* it.

2. Purpose of the Call

- “I just wanted to personally welcome you to Crossroads and thank you for filling out the Connect Card!”
- “We love connecting with people who are new or looking to get more involved, so I just wanted to hear a bit of your story and see how we can serve you.”

3. Listen & Engage

- Ask simple questions:
 - “What brought you to Crossroads?”
 - “Have you been able to join a service online or in person yet?”
 - “Do you have a church background, or is this something new for you?”
- Let them share — listen more than you talk.

4. Encourage & Affirm

- “I love that you’re taking steps toward community — that’s where real growth happens.”
- “You’re not alone in this; we have an amazing online community that would love to walk with you.”

5. Offer a Next Step

- “If you’re looking for community, we have an online community you can be a part of.”

- <https://discord.gg/crossroadsonline>
- “If you’re exploring faith, we have a great 21-day devotional and some videos that walk through who Jesus is.”
- “If you want to serve, we’d love to help you find a role that fits you!”

6. Pray or Encourage

- “Before I let you go, is there anything I can pray for you about?”
- Keep it short, sincere, and conversational.

7. Close & Follow-Up

- “Thanks so much for taking a few minutes to chat today. I’ll send a quick text or email with the link to our online community and _____ “
- “We’re so glad you’re part of Crossroads!”