**Small Group Process**

The process outlined below details how guest follow up takes place when someone new comes to a small group. Small groups for the purposes of this document could mean anything on Sunday morning or during the week. Covenant groups or life groups are exempt from this process as they are “closed groups” meaning they require assignment by Disciple Life. All small group leaders will have to be informed of the process for welcoming guests, capturing their information and communicating the information to Connect Ministry (i.e., Hospitality Director).

**Small Group Process**

1. Welcome all first-time guests to your small group
   1. Ask the guest if they have already given their information to another ministry area in the church.
2. If the guest information **has** already been collected the following steps are required:
   1. Please communicate via email to the Hospitality Director (i.e. Connect Ministry) that a guest was in your small group.
   2. Connect Ministry will validate the guest in Touchpoint and will begin the guest process for follow up.
3. If the guest information **has not** already been collected the following steps are required:
   1. Gather guest information on a provided Connect Card (additional cards are at the information desk).
   2. Return the Connect Card to the Hospitality Director (i.e. Connect Ministry) at the close of your small group time (drop the card off at the information desk).
      1. The information needed to set up a new guest is their name, email address and phone number.
      2. If a Connect Card cannot be completed, please email the above information to the Hospitality Director.
4. If a guest desires to join the church in membership, wants to be baptized or is wanting more information on membership/service opportunities please contact Connect Ministry (i.e., Hospitality Director or Connect Pastor) via email.

***Please note:*** This process does not replace any established follow-up process in place with small groups that exist within Children’s Ministry or Student Life Ministry. Guest follow-up to these small groups should still occur within the context of the small group (i.e., 3:16 small group leaders, Student Life small group leaders, adult Bible studies leaders).

Please see example below:

* 1. If a new child comes to 3:16, their assigned small group leader will follow-up directly with the child and the child’s parents within the context of that small group.
  2. The hospitality director will follow-up with the parents of the child per the regular children’s check-in procedure for first time guests.
  3. In this example there will be two contacts made to the parents, one by the small group leader and one by the Hospitality Director. Both contacts meet a specific need and are required.