**Regular Programming Process**

Regular programming is considered to be all Sunday morning, Wednesday evening and special worship experiences. In order for proper guest follow up, special worship services (e.g., NACF, Ash Wednesday, Christmas Eve when not on Sunday, etc.) must use a bulletin tear-off or some other type of card to gather guest information. The follow up process for all guests requires a minimum of “two touches” from Mount Pisgah Church.

*Please Note: Additional follow up, beyond what is conducted by the Hospitality Director, by a ministry area when communicating items specific to events or special programs as an example is appropriate.*

There are three main ways guest information will be obtained; a Connect Card, bulletin tear-off or Mount Pisgah App.

**Regular Programming Process**

1. First visit:
   1. Guests are entered into Touchpoint (if no information exists previously)
   2. All first-time guests will be called (when a phone number is provided) and emailed by the Hospitality Director (a pastor can be used to assist with follow up) within 24 hours.
      1. *If personal contact has already occurred on Sunday morning, the Hospitality Director will send an email only and all others will be called and emailed.*
      2. *For those guests (non-adult) visiting Student Ministry, the Student Life follow-up process will be followed. For any adult guest who worships in Elevation, the SL Ministry team will announce the need for a connect card to be completed and all completed cards will be given to the Hospitality Director for follow-up.*
   3. The follow-up conversation with the guest must be documented in their Touchpoint record.
2. Third visit (and Recent New Guest status flag):
   1. Guests who have returned for a third visit will be emailed by the Hospitality Director.
      1. *For those guests (non-adult) visiting Student Ministry, the Student Life follow-up process will be followed.*
      2. *The Recent New Guest status flag report will be pulled each Wednesday to compare to all documented third time guests via the app, bulletin tear off or connect card.*
   2. The follow-up conversation with the guest must be documented in their Touchpoint record.
3. Wednesday evening guests:
   1. New families will be entered into Touchpoint upon check-in or the following day after programming has been completed
   2. Children’s Ministry and Student Ministry will forward a task for follow up to the Hospitality Director (when parent/family information is provided) within 24 hours.
   3. The above process for follow-up with guests will be initiated.