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Unwelcome: 50 Ways Churches Drive Away First-Time Visitors



Synopsis

Walking into a church for the first time can be scary. Are you making your first-time guests feel welcome? Or are you driving them away "unintentionally" with bad signage, reserved seating, clunky communication and more? In this practical book, Jonathan Malm examines 50 ways churches make first-time visitors feel unwelcome. The transgressions range from insider lingo to awkward transitions, a cold congregation to the over-eager greeter. With all 50 church faux pas, Jonathan suggests ways to not only fix the problem, but also infuse excellence into the situation so churches can put their best foot forward with first-time guests. A few simple changes can help your church roll out the welcome mat for your guests.

Book Information

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Customer Reviews

A great book to read for anyone looking for a way to ensure you're welcoming guests and not turning them away. As a communications director for a church for almost 10 years, it can sometimes be difficult to notice what the guest experience has become in our own churches. This fresh look at the common pitfalls in many churches for the first time guest has been very helpful. Our Guest Services director and I laughed hysterically at the Greeter Gauntlet. And by hysterically, I mean both in the sense that it was funny and with a little bit of hysteria as we realized we were doing that to our guests. Yikes! Thanks Jonathan, great book, easy read, wonderful advice. Keep up the great work, we need your perspective and advice to reduce barriers and make it easier for people to experience Christ!

Unwelcome provides simple ideas in a clear and concise format. I believe the benefit of this book rests more in the thought process it triggers regarding first time visitors, rather than a concrete set of steps for you to follow. Definitely worth the read.

This book is a good list of things that churches --the members and regulars themselves --do that make visitors feel unwelcome. For those just starting to think about modern evangelism, many of the topics will be new, but for others they will just serve as a review or even a checklist. All of the points are thoroughly explained.

Has a number of good ideas, but not remarkable. Lots of the ideas presented are just common sense. But overall worthwhile for churches wanting to do better in connecting with guests.

If you've read anything published in the last few years about turning around churches there's nothing new here. if however, you're looking for a list on ideas to share with church leaders who are beginning to think about these things its a pretty good checklist

So much information that every church can use right now. Every church is trying all different methods of maintaining membership but if we all simply slowed down and brought ourselves back to basics, remember why we are all there, we would be able to encourage not only more people to stay but new people to join. This book has lots of wonderful suggestions we should all pay attention to. Great book to pass around your church leadership.

Perfect guide book to get your church going in an outwardly focused way. Definitely use this as a checklist to improve our methods in being more accommodating to people coming into our doors. What I love is the fact it is broken down into specific areas that are tangible to tackle. Well done and thanks for the guidance!

This is an easy-to-read, clear book for those who want to improve their church's first impression. Jonathan gives examples from his own ministry as well as stories of his visits to other churches, both good and bad. It's a very practical book and will give church leaders much to chew on.

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