

Executive Minutes

1. Name: **Hospitality Committee**

2. Date: **10/16/19 Meeting**

3. Topics Discussed:

- A. Guest follow up system with families who attend church school or use the nursery for the first time. Some of these families were slipping through the cracks so a very basic system has been created to ensure we capture pertinent information for notification and follow up.
- B. Revisited our "First Impressions" data from our January meeting to discuss signage at both campuses and what some of our top needs / concerns for signage are. List will be provided to Dir of Communications Eric Holmer who is working on signage and welcomed the committees input.

4. Items of Importance:

Attached is a copy of our current guest follow up system.

5. Requests for Board Action: *None*

6. Requests for Board Approval: *None*