

## Guest Flow: Seven Clarity Checkpoints

		Guest Flow is Simple, Easy and Obvious; Hospitality Creates a Wow!										
		Before: "I know when to leave"	Drive-in: "I know where to turn in"	Parking: "I know where to park"	Entrance: "I know which door to enter"	Children: "I know where to take my kids"	Information: "I know where to go for help"	Worship: "I know which door to enter"				
Guest at Home Enjoying Sunday		◇	♡	◇	♡	◇	♡	◇	♡	◇	♡	Guest at Church Engaged in Worship
		◇	♡	◇	♡	◇	♡	◇	♡	◇	♡	
		◇	♡	◇	♡	◇	♡	◇	♡	◇	♡	
		◇	♡	◇	♡	◇	♡	◇	♡	◇	♡	
		◇	♡	◇	♡	◇	♡	◇	♡	◇	♡	
		Guest Flow is Complex, Confusing and Frustrating; Someone Help Me Now!										



◇ Clarity: Communication    ♡ Warmth: Feel