



# FIRST IMPRESSIONS

## Suggested Resources

### Blogs:

Because People Matter, Mark Waltz ([www.becausepeoplematter.com/marks\\_weblog/](http://www.becausepeoplematter.com/marks_weblog/))  
Connective Tissue, Danny Franks ([www.dannyfranks.org](http://www.dannyfranks.org))

### Books:

#### **On guest services**

*Be Our Guest*, Disney Institute  
*Beyond the First Visit*, Gary McIntosh  
*Chocolates on the Pillow Aren't Enough*, Jonathan Tisch  
*\*First Impressions*, Mark Waltz  
*Fusion*, Nelson Searcy  
*The Five Star Church*, Stan Toler  
*How to Wow Your Church Guests*, Mark Waltz  
*The Nordstrom Way*, Robert Spector  
*Raving Fans*, Ken Blanchard  
*The Starbucks Experience*, Joseph Michelli  
*Tribal Knowledge*, John Moore

#### **On membership (philosophical / theological)**

*Biblical Foundations for Baptist Churches*, John Hammett (chapter 4)  
*Brothers, We Are Not Professionals*, John Piper (chapter 18)  
*\*\*Confessions of a Reformission Rev.*, Mark Driscoll  
*\*\*The Deliberate Church*, Mark Dever & Paul Alexander  
*High Expectations*, Thom Rainer  
*Lasting Impressions: From Visiting to Belonging*, Mark Waltz  
*\*Membership Matters*, Chuck Lawless  
*Simple Church*, Thom Rainer & Eric Geiger  
*Simply Strategic Growth*, Tim Stevens & Tony Morgan

#### **On membership (for potential church members)**

*Church Membership*, Jonathan Leeman  
*Finding a Church You Can Love and Loving the Church You've Found*,  
Kevin & Sherry Harney  
*Stop Dating the Church*, Josh Harris  
*\*To Be or Not To Be a Church Member: That is the Question*, Wayne Mack

#### **On volunteer culture**

*Simply Strategic Volunteers*, Tim Stevens & Tony Morgan  
*\*The Volunteer Revolution*, Bill Hybels

\*My top pick in this category

\*\*I strongly recommend reading the Dever and Driscoll books back-to-back. The authors approach church membership from the same doctrinal position, but from

completely different areas of practice. I found that reading them together forced me to think about where I fell along the spectrum.

## Vendors:

Branded items (mugs, etc.)	Promo Direct <a href="http://www.promodirect.com">www.promodirect.com</a>
Coffee cups / lids	Java Stock <a href="http://www.javastock.com">www.javastock.com</a>
Coffee sleeves	Mr. Take Out Bags <a href="http://www.mrtakeoutbags.com">www.mrtakeoutbags.com</a>
First time guest bags	Bags on the Net <a href="http://www.bagsonthenet.com">www.bagsonthenet.com</a>
<i>How Good is Good Enough?</i>	Amazon <a href="http://www.amazon.com">www.amazon.com</a>
Pipe & drape, stanchions	Georgia Expo <a href="http://www.georgiaexpo.com">www.georgiaexpo.com</a>