

SOP: Responding to Requests to Join

When someone requests to join your group.

Email Response

Your email response should be within 24 hours of the join request.

- Start with an informal and inviting Welcome
- Explain the WHY. HINT: use the reviews and promo's from the book or material that you're using and tie it into the purpose and vision of Hope City.
- Explain What they should expect. Answer the questions of what, when, where, how. (Be sure to add hyperlinks to your links.)
- IF you are meeting online through ZOOM, Google Hangouts or Facebook groups, be sure to include the link and give clear, easy to follow instructions.
- End with an ACTION STEP and encouragement.
- For your signature, be sure to include your full name, name of group, campus (optional), phone number and email address. Example:

Text Response

Preferably right after you send the email response.

Send a quick text message preferably immediately after your email response.

"Hey Willie! Thank you for joining our connect group, Play The Man. I just sent you an email explaining everything about the group. Let me know if you have any other questions. -Roger Nelmes"

Full Email Example

Hello Willie,

Thanks for joining our **Play The Man** connect group. I am so looking forward to meeting you and the other guys as we engage in this group together. Somewhere along the way, our culture lost its definition of manhood, leaving generations of men and men-to-be confused about their roles, responsibilities, relationships, and the reason God made them men. This group, *Play The Man*, was formed so that you can know God and yourself better. This is more than a book; it's a movement of men who will settle for nothing less than fulfilling their highest calling to be the man and the father God has destined them to be. Play the man. Make the man.

Every week we will read one chapter of Mark Batterson's book, *Play The Man* and then discuss it over coffee on Tuesdays, 7AM, at L3 Craft Coffee. The address is 10615 Fry Rd, Suite 150, Cypress, TX 77433 (l3craftcoffee.com). You can order the book on Amazon by clicking *here*: [Play The Man](#). You will also need to register for a FREE RightNow Media to watch a few short videos on certain weeks. [Free Sign-Up](#)

Can you do me one more favor? Please respond to this email and give me your phone number so that we can stay in touch on a more personal level. Also, once your book comes in, go ahead and mark the dates next to the chapters in the table of contents so that you can stay on track with your reading.

1. Tough as Nails - Sept 22
 2. A Gentleman and a Scholar - Sept 29
 3. Unbroken - Oct 6
 4. The Three-Headed Dragon - Oct 13
 5. Sockdolger - Oct 20
 6. Born of the Storm - Oct 27
 7. Call of Duty - Nov 3
 8. No Man's Land - Nov 10
 9. The Discipleship Covenant - Nov 17
 10. The Rite of Passage - Nov 24
- *Family night @the Nelmes home, December 4th to close out the group

I can't wait to see you Tuesday Willie! If there is anything that you need before then, my contact info is below.

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