



TOP TIPS: VISIT MY MOSQUE OPEN DAY

This guide has been created based on years of successful best practices to ensure that both our guests and volunteers have an enjoyable and enlightening experience.

The tips below are designed to help create a warm and welcoming atmosphere for everyone who visits.

Be sure to:

- Recruit volunteers well in advance and ensure an induction is held for all with allocation of roles
- Have a team briefing for volunteers on the day with the schedule
- Ensure all volunteers are easily identifiable and smartly dressed, with name badges
- Have diverse volunteers, male and female
- Ensure easy to read signposting across the mosque
- Welcome guests in the best manner, be sure to smile
- Be mindful of language, with volunteers who can communicate well to local groups
- Discuss common themes in religion and life
- Have patience if someone is rude or asks difficult questions
- If you are unsure of the answer to questions say you will seek further information and come back to them
- Consider a range of refreshments for different dietary needs
- Share your mosque story and work for the wider community

Avoid:

- Debating those asking challenging questions
- Criticising other faith communities
- Being harsh to those with little understanding of the faith
- Discussing controversial issues without a good knowledge base
- Viewing this event as means for aggressive Dawah
- Use this day for any Shahadah announcement
- Having male only volunteers
- Making this an in depth course on Islam
- Separating families, try to accommodate them for the visit together



Above all, remember to relax, enjoy yourselves, and make this a day of shared understanding community spirit and sharing stories!