

# Usher Greeter Instructions

Welcome and  
Worship  
Ministry

## Role

You are one of the first impressions people will have of the Church. Be on lookout for visitors. Your goal is to connect. Answer questions. If you can't answer, direct to the Welcome Desk. Additionally, you hand out bulletins and facilitate offering.

## Two Shifts

9:00 Worship (Early) Shift: 8:40-10:00

10:30 Worship (Later) Shift: 10:10-11:30

## Upon Arrival

(20 minutes prior to service)

- Put on a nametag.
- With the other Ushers/Greeters decide which door each of you will be stationed at.
  - ◆ Three are stationed outside Worship Center doors to hand out bulletins
  - ◆ Two are just inside exterior doors 1 & 2 as door greeters.
- Have a conversation with each other about offering and who is taking which aisle. See next page.
- Check for the bulletins by shelf to the right of the sanctuary doors and the collection plates on the shelf.

## 2017 Coordinator

Diane Hrastich

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651-470-6682

Here's what Diane does.:

- Sends out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watches Time To Sign Up to ensure all shifts are filled.
- Answers questions and addresses

# Usher Greeter Instructions

## Pre-Service: Exterior Door Greeters

- Station yourself inside the main entrance doors 1 and 2.
- As people come through, open the door, greet each person with **"Welcome," "Good morning," "Good to see you,"** or something else you are comfortable with.
- Encourage people to move toward name tag table. Something like, **"The name tag table is waiting for you."** or **"It looks like there is an opening at the name tag table."**
- If someone identifies themselves as a visitor, invite them to the Welcome Center to pick up information and gift bag.
- If anyone requires a wheelchair they are available in the Heritage room.
- At service time, tidy up the Commons area, if needed. Then move to Worship Center.

## Pre-Service: Worship Center Doors

- Be outside worship center entrance doors to pass out bulletins. Greet each person. (See note about children to right.)
- Invite those in wheelchairs to sit in areas that most effectively serve them and their companions (there are some cutouts in back and chairs that can be moved).
- For those who ask, personal listening devices are available from the sound tech.
- If someone identifies themselves as a visitor, invite them to the Welcome Center to pick up information and gift bag.

### What about the Kids?

It's important that our kids know that they are a part of the church and that they are welcome in worship.

Here's how you can help them know they belong.

- Offer both children and adults a bulletin.
- Let families with children know about the activity bags (by the bookshelf) and the play space in the front of the worship center.
- Let families know that they are welcome to stay together in worship, or use the nursery or Creation Station.

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# Hospitality

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## Who is responsible for welcome?

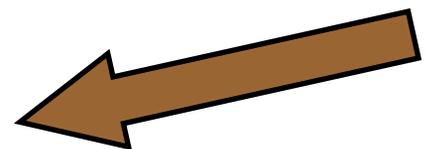
- Everyone in the congregation is responsible for welcome.
- We welcome people we don't know... they might be new to church, or maybe we just haven't met them yet.
- The goal is to welcome 100% of our visitors, ensuring each one has a conversation with another person before they leave.
- As ministries of worship and welcome, we set the culture for the rest of the congregation.

## A Welcoming Presence

- Notice people
- Greet everyone... every single person
- Extend a hand for handshake or high five (sometimes works for kids, and even adults)
- Speak language of kindness
- Help the bewildered
- Disarm the discomfort

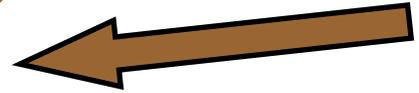
## How to Recognize a Visitor

- Looking above heads for signage
- Asking questions that first timers ask (E.g., can I take coffee in the sanctuary?)
- Walking slowly, as if they are absorbing much information.
- Tentativeness
- Looking bewildered or confused because they can't find something.



## And then... Other-Oriented Questions

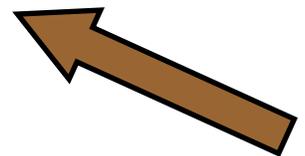
How to find out about them.



- **How did you hear about us?**
- **What keeps you busy during the week?**
- **Do you live around here?**
- **Do you know anyone that attends the church?**
- **Are you looking for a church home?**
- **Is there anything in particular you want to know about us?**
- **If they are a regular participant you just met, how to connect with church besides worship?**

## Invitations

- Coffee Time in Commons or Fellowship Hall
- Encourage to pick up newsletter, other information, and gift bag at Welcome table. Point out the table by telling them it's by the orange-colored flag.
- Invite them back again. **"I hope to see you in worship again sometime."**



## Kids

The message we send: Kids are important and are welcomed in worship.

- Offer both children and adults a bulletin.
- Let families with children know about the activity bags (by the bookshelf) and the play space in the front of the worship center.
- Let families know that they are welcome to stay together in worship, or use the nursery or Creation Station.
- In our church anyone who desires to participate in Communion is welcome to do so, including children.

# Using TimeToSignUp

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## What is it?

TimeToSignUp is an online volunteer management system. Both the coordinators and participants will benefit from the use because it creates efficiency.

## What information do I have to give?

- At minimum, you need to give your name and email. There is an additional option for phone.
- We picked this site because there is no spamming associated with it.

## If I'm on a rotation, do I need to use it?

- Ushers/Greeters and Welcome Hosts *who have committed to a regular rotation* do *NOT* need to use TimeToSignUp. Our Ministry and Volunteer Coordinator will put you in monthly.
- However, if you are on a rotation and need to change, you will need to find your replacement or contact your Area Coordinator so they can help by opening your slots.

## Free Agents Signing Up

- If you are not on a regular rotation, you are considered a "free agent," meaning that you will sign up when you are available.
- Free agents will need to use TimeToSignUp to sign up for their slots.
- A NOTE for Communion Servers: all of you are technically free agents because there isn't any kind of monthly rotation for communion servers. The 10:30 Servers will use TimeToSignUp. 9:00 Servers will need to work with their coordinator on what works best.

## Knowing when to Sign Up

- You will receive an email from your coordinator about once a month, reminding you it's time to sign up.
- In the email, you will click on a link that takes you to the signup page.
- Please,,, pretty please go into the signup when you get the email and put your name in. It's nearly as fast as hitting reply and sending an email back to the coordinator. Your use of TimeToSignUp is a way you can support the efforts of the coordinators who have stepped forward to volunteer.