



The Ministry of Hospitality

Guideline for Ushers and Greeters

Purpose

The purpose of FPC's Usher/Greeter Ministry is to welcome regular worshipers and visitors in a way that prepares them to encounter Christ through worship. The strength of corporate worship depends greatly on the community in which it takes place. Do worshippers know that those around them want to know them and connect with them in the name of Christ Jesus? When relationships are strong, worship becomes even stronger.

Overview

Every worshipper is called to welcome and engage newcomers to their congregation. Personal relationships are the core of discipleship and even the Gospel itself – a personal God seeking to rebuild a broken relationship with his creatures. To that end, congregations often create specific roles that proactively address this need, given the busyness and efficiency needs of a typical Sunday morning.

Like all work in the Church, the work of hospitality is a ministry. This means that its first and most basic purpose is to point others toward Jesus Christ, not simply to move folks from the outside of the church building to the pews. Given that the Church is the Body of Christ, ushers and greeters are quite literally the first "face of Christ" when someone joins us for worship. Since ushers and greeters are the first ones to meet worshippers when they enter the building on Sunday morning, we have a great opportunity (and even responsibility) to create a meaningful worship experience.

Characteristics of an Usher/Greeter

- 1) Have a desire to take personal responsibility for helping others to find the assistance they need to worship and build relationships within the congregation.
- 2) Have a truly spiritual commitment to the ministry of helping people; a deep and abiding compassion for God's mission and a desire to pray for the ministry.
- 3) Be sensitive to the different ways people engage in social situations. Be friendly but not intrusive; be conversational but not too talkative. The purpose of the initial greeting is not extensive information getting or giving. Respect their privacy, but be responsive to their questions and interests.
- 4) Genuine interest and concern for people who enter the Church and a heart for making them feel welcome by providing a personal expression of Christian warmth and displaying a Christ-like spirit.
- 5) Be relational and other-person centered. Be sensitive to another person's demeanor; e.g., whether the person wants to enter into conversation, or wants to give personal information, etc.
- 6) The ability to be both welcoming and discerning with people, realizing that the possibility exists for inappropriate or even dangerous behavior at any time.

Responsibilities Common to both Ushers and Greeters

- 1) Know basic information about the church and its programs and/or where to find it (Bible studies, small groups, Ladle, adult education, etc.)
- 2) Be familiar with Sunday morning schedule (especially with regard to children's ministry – it can seem complicated)
- 3) Be familiar with church leadership – who people can contact for questions or more information
- 4) Be familiar with building layout and key locations (restrooms, Assembly Room, classrooms). Be able to give good directions (or escort) when asked.
- 5) Know basic emergency procedures
 - Medical
 - Behavioral

In Case of an Emergency: There is a phone in the ushers' cabinet fourth door from the left. The church address and phone number are on the phone. The AED, oxygen and BP cuffs are kept in the ushers' cabinet third door from the left, as well as in the Assembly Room first upper cupboard as you enter from the 3rd Ave. door.

- 6) Greeters and Ushers are on duty both before *and* after the service and should be readily available in a visible place for questions and assistance.

Usher Specific Responsibilities

Ushers are primarily responsible for welcoming and assisting those going into the sanctuary for worship and therefore are typically stationed at the doors into the sanctuary.

- Bulletins
- Collecting offering
- Seating assistance as needed

Greeter Specific Responsibilities

Greeters welcome everyone who enters parking lot and church building on Sunday morning and are therefore stationed throughout the property in appropriate places. Their primary purpose is to create a positive, engaging experience as folks come through the door and then to assist with any immediate needs for the morning.

- Greet and engage people from parking lot to foyer
- Be prepared to answer questions and give directions
- Be prepared to escort folks to where they need to go (it may be easier than trying to give directions)

Usher or Greet – What’s the Difference?

While the work of ushers and greeters overlap considerably, ushers have the primary role of welcoming people to worship. Their responsibility lies mostly with helping to create and maintain a positive worship environment, before, during and after the worship service.

Greeters, on the other hand, have the primary role of welcoming people to First Presbyterian. Generally, greeters monitor the parking lot, sidewalk, outside doors (Date Street, 3rd and 4th Avenues) as well as the Assembly Room and are more in a position to move about, assisting with issues that may take them away from the narthex. Foyer greeters would be the ones to assist a family with finding childcare or Sunday school. They would usually be the ones to escort a visitor to where they need to go or find the person that they need to see.

Even though some of the key responsibilities may differ a little, both ushers and greeters need to have the same basic attitude: a desire to assist others with worshipping God and connecting with other worshippers. Ushers and greeters should always see themselves as playing different roles on the same team and should look to each other to accomplish the mission of creating a worshipful and welcoming environment at FPC.

Scheduling

The basic commitment for being an usher or greeter is about once a month. Given that building a relationship with the congregation is an important part of this work, several consecutive Sundays would be great since it allows you to get to know people more easily. Many worshippers come through the same door each week and seeing you there a few times will be a great way to get to know their names and something about them. Your familiar face will mean much to them. Your consistency helps form their consistency.

Sunday Morning Procedures

- *3rd Avenue open an hour before 1st service*
- *Doors between Church and Education Building open 30 min. before 1st service*
- *Patio door entrance to Education Building open 30 min. before 1st service*
- *Sanctuary Doors (4th and Date St.) and Date St. doors adjacent to the rest rooms open 30 min. before 1st service*
- *1st Service Greeters ready to welcome people to FPC 30 min. before*
- *1st Service Ushers ready to welcome people to worship 30 min. before*
- *1st Service Friendship Pads and visitor information collected and turned in directly following service*
- *2nd Service Greeters relieve AE Hour team and ready welcome people to FPC 30 min. before service*
- *2nd Service Ushers relieve AE Hour team and ready welcome people to worship 30 min. before service*
- *2nd Service Friendship Pads and visitor information collected and turned in directly following service*
- *All doors closed no later than 12:30pm*

Gate at the City Tree Ramp is always locked from the outside

Building Layout

