

Highland Mennonite Brethren Church Ministry Manual Ushers & Greeters Ministry Guidelines

The Ushers & Greeters Ministry is about making a good first impression and creating an atmosphere of friendliness and helpfulness at Highland MB Church (“HMBC”). Ushers & Greeters help pave the way for Congregants to connect with each other and with God, as we all strive to follow Jesus Christ and help others know, love and serve Him.

1. ALL TEAM MEMBERS

1.1. Availability & Punctuality

If you are unable to serve when scheduled, trade with another Team Member as outlined here and let the Team Leader or Church Office know of the trade via the Worship Planning assignment response, text, phone call, e-mail, or in person.

- Head Usher trades with another Head Usher;
- Assistant Usher trades with another Assistant Usher (or Head Usher);
- Greeter trades with another Greeter (or Assistant Usher or Head Usher); and
- Offering Taker trades with another Offering Taker (or Greeter or Assistant Usher or Head Usher).

The scheduled Head Usher, Assistant Usher, and Greeters start at 10:00 a.m., half an hour before the 10:30 a.m. Worship Service begins.

The scheduled Offering Takers make their way to the foyer at the start of the Service Leader’s Ministry Focus.

1.2. Sunday Details

Check the Sunday schedule in the Plexiglas holders near the Fellowship Hall stairs in the Foyer and on the Rear Entry landing, so you can direct people to where they need to go.

Check the Worship Flow (posted on the bulletin board to the left of the Info TV/Mail Folders) for the order of service, so that you are aware of anything you need to know.

1.3. Appearance & Attentiveness

Your personal appearance matters. Dress modestly and avoid questionable logos. Brush your hair and teeth before you serve. Apply and reapply hand sanitizer for your own health (and that of others). Look friendly. Do not visit/chat with each other before or during the Worship Service, remembering that you are here this Sunday specifically to serve others. Your focus needs to be other-ward.

2. PROTOCOLS SPECIFIC TO TEAM MEMBERS’ ROLES

2.1. Head Ushers and Assistant Ushers

- 2.1.1. Wear the “Usher” identification badge.
- 2.1.2. Confirm that both Sanctuary Thermostats are set for the season (“Off” when it’s warm/hot and “21°C” when it’s cool/cold). Make the FACILITIES Coordinator aware of any temperature issue.
- 2.1.3. Place a glass of cold water on the right side of the pulpit.
- 2.1.4. Discard trash found on Sanctuary floor and pews.
- 2.1.5. On Family Sundays, set out the bin of Children’s Activity Clipboards.
- 2.1.6. Watch for the following: new Congregants; elderly who may need help; children

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- either overactive or timid; parents with not enough arms; Congregants with special needs.
- 2.1.7. Offer the monthly newsletter to all, keeping in mind that some prefer the on-line version (extra copies are available between the mail folders).
 - 2.1.8. Encourage Congregants to enter the Sanctuary before the Worship Service begins. Flick Foyer lights off and on 5 minutes and again 1 minute before 10:30 a.m.
 - 2.1.9. Ask Congregants to wait/do not usher them into Sanctuary during prayer or special music.
 - 2.1.10. Keep chairs in the Foyer vacant for any Congregants who may need to move out of the Sanctuary, but still want to listen to the Worship Service. Encourage everyone to be in the Sanctuary during the Worship Service.
 - 2.1.11. Follow Offering Takers' Protocol when prompted.
 - 2.1.12. After the offering is taken, while one Usher locks the doors, the other Usher remains in the Foyer. Check both Pastors' Offices, lock if necessary, and lock Rear Entry and Gym doors. Do a basement walk-through.
 - 2.1.13. Both Ushers do a head count, agree on the number, and record it in the Attendance Binder in the Church Office. Include the Sanctuary and Balcony on all Sundays, and add the Nursery on Family Sundays (on KidQuest Sundays, Nursery attendance is included with Volunteers, Staff, and Participants counted by KidQuest Set Crew). While one Usher does their head count, the other Usher remains in the Foyer.
 - 2.1.14. The Head Usher remains in the Foyer for the remainder of the Worship Service.
 - 2.1.15. The Assistant Usher may sit in the pews until the Benediction and then remains in the Foyer until 15 minutes after the Worship Service, to assist those who need help, greet those who leave hurriedly, answer any questions, or attend to any issues that come up.
 - 2.1.16. After the Worship Service, the Head Usher counts the offering together with a Finance Team Member; then stores the offering in a secure place until it is deposited by the Administrative Assistant.

In addition:

- 2.1.17. Read the Greeters' as well as the Offering Takers' Protocol, to become familiar with each area of service.
- 2.1.18. Know how the Elevator works. Alert the Church Office if it needs to be serviced.
- 2.1.19. Do not hesitate to check with the Sound Tech if you notice an issue with the sound.
- 2.1.20. Answer incoming telephone calls. Take messages and deliver them as necessary.
- 2.1.21. Be alert. Do not be caught off-guard when the unexpected happens. Sudden illness or unexpected disturbances should be managed by the Ushers, not the Pastor(s).
- 2.1.22. **Familiarize yourself with HMBC's Emergency and Safety Protocols (*Physical Safety and Emergency Response Policy and Plan to Protect® Policy*) found on-line and in the binders with the First Aid Kits in the Foyer, Kitchen, and Nursery Washroom. Be aware that you are considered a Hall Monitor for the purposes of HMBC's Vulnerable Persons protection and need to be screened accordingly. Be aware that you are one of the main responders in the event of an emergency.**

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2.2. Greeters

- 2.2.1. Concentrate on Congregants one at a time. Make eye contact. Smile! If possible, get a person's name (using it in conversation will help you remember it). Pass on Newcomers' names to the Church Office. Give your name to new/newer Congregants if appropriate.
- 2.2.2. Engage in brief conversations only as there may be many Congregants in the Foyer. Do not use, "Hi, how are you?" with each greeting! Make it unique to that individual or family.
- 2.2.3. Do not automatically put your hand out to shake someone's hand. Allow the other person to initiate a handshake. Not everyone is comfortable shaking a stranger's hand.
- 2.2.4. Be ready to move from your original position so that you can assist someone.
- 2.2.5. Anticipate needs. i.e. Open the door for someone. If an elderly person is alone and ascending the stairs slowly, go and ask him/her politely if assistance is required, or offer assistance into the Elevator and teaching about how to use it.
- 2.2.6. Help solve problems. If you do not feel capable of dealing with a certain person or situation then ask another Team Member to do so.
- 2.2.7. Don't leave anyone out. Be kind to all, whether they attend regularly or irregularly.
- 2.2.8. Be knowledgeable about the church facility. Know where to find the following: Washrooms; Nursery; telephone; exits; library resources and KidQuest sign-in in the Resource Hub; mail folders and info table; First Aid Kits; AED (Automated External Defibrillator); fire pull stations (you still need to call 911, as these are local only and do not go directly through to a fire station); fire extinguishers.
- 2.2.9. Know about church ministries and the names of key Team Leaders with whom to connect.
- 2.2.10. Have several Connection Cards available to offer Newcomers and encourage them to complete them.
- 2.2.11. Your job ends when the Worship Service begins. If you notice anyone who may have arrived late, or whom you just missed, try to meet them after the Worship Service.

In addition:

- 2.2.12. Know how the Elevator works. Alert the Church Office if it needs to be serviced.
- 2.2.13. The ministry of the Greeter should be so natural, that Newcomers and even those that attend regularly do not even realize that you were "on duty" that day. Move around the Foyer, down to the front entrance, hold the front door open, assist with the Elevator, give directions, etc. Enjoy what you do! This is part of how we show that we are personally becoming more invitational, always and most importantly doing so with complete integrity.

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2.3. Offering Takers

- 2.3.1. Feel free to sit in the pews until the Service Leader begins the Ministry Focus, then make your way to the Foyer promptly. Be ready to take the offering when prompted.
- 2.3.2. Stand at the back Sanctuary doors, with your offering plate across your chest.
- 2.3.3. Centre aisle Offering Takers wait until the two outside Ushers have reached their aisle, and then go forward as a group (with your plate across your chest).
- 2.3.4. Unless directed otherwise by the Head Usher, the Offering Takers will collect the offering down the centre aisle. The Head Usher and Assistant Usher will collect the offering down the side aisles.
- 2.3.5. Walk backwards when taking the offering, and stand parallel with the back of the pew. (If you stand facing the Congregants, it appears that you are watching them put in their tithes and offerings - or maybe they are not giving and you are taking note of that!)
- 2.3.6. One of the Offering Takers will go to the Balcony to take the offering there. Be sure to check the Nursery, asking if anyone has offering. The other Offering Taker will offer the plate to anyone who may be in the Foyer.
- 2.3.7. Combine the offering into one plate in the alcove in front of the Accessible Washroom, not in the Foyer. Store the offering safely until it is counted after the Worship Service. Return the offering plates to their rightful place in the Church Office.