

Usher and Greeter Training



Ashton Campus



Amboy Campus

"Come As You Are"

Greeter's Training



ROLE: To provide an environment where people feel welcomed and cared for. The greeters ensure that our guests feel like they belong.

DRESS CODE: Please wear a clean shirt and be mindful of any sayings and logos. For example, “I’m with stupid”, Budweiser, Jack Daniels, Big Johnson logo, etc. If you wear shorts, make sure they are appropriate and look nice. Your greeter tag must always be worn and visible.

RESPONSIBILITIES:

If you cannot fulfill your duty on the Saturday afternoon or Sunday morning you are scheduled to serve, please find a substitute to serve for you in your absence. In addition, please notify Joe or Jenny Loomis (contact Brian if you cannot get a hold of Joe or Jenny) at least 24 hours in advance and let them be aware of the change.

It's all about the Kingdom!

Greeter's Training



Before service:

- Arrive 20 minutes before the worship service begins (8:40 for the 9:00 AM service and 10:25 for the 10:45 AM service).
 - ✓ For those serving in Amboy on Saturdays, you must arrive at 3:45pm to assist in the setup of the Jr. High School. You will then need to be ready to perform your greeting duties by 4:40pm.
- Check in with Joe, Jenny, or Brian, pick up your greeter tag, receive any special instructions (if necessary) and pray.
- Begin to greet no later than 15 minutes prior to the start of the worship service.
- Greet guests with a friendly smile and firm handshake or hug (if appropriate).

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Greeter's Training



Before service (cont'd):

- Pass out bulletins to each person attending. If you are running short of bulletins only give them out to 12 year olds and up.
- Ensure you have ushers stationed close by you.
- When new guest(s) arrive and after you have greeted them, pass them on to an usher so they can escort them.
- Place supply of bulletins on usher table (to be available to ushers for late arrivals) right before you are seated in the worship service.
- Continue to greet until after announcements are completed.
- Allow an usher to escort you to a seat.

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Greeter's Training



After service:

- Re-connect with the first time guests and ensure they leave feeling welcomed and like they belong.
- Return your greeter tag to Joe, Jenny, or Brian before leaving.

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Usher's Training



ROLE: To provide an environment for a meaningful worship service for all those in the sanctuary. The ushers oversee and direct the smooth flow of the worship service.

DRESS CODE: Please wear a clean shirt and be mindful of any sayings and logos. For example, “I’m with stupid”, Budweiser, Jack Daniels, Big Johnson logo, etc. If you wear shorts, make sure they are appropriate and look nice. Your usher tag must always be worn and visible.

RESPONSIBILITIES:

If you cannot fulfill your duty on the Saturday afternoon or Sunday morning you are scheduled to serve, please find a substitute to serve for you in your absence. In addition, please notify Joe or Jenny Loomis (contact Brian if you cannot get a hold of Joe or Jenny) at least 24 hours in advance and let them be aware of the change.

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Usher's Training



Before service:

- Arrive 20 minutes before the worship service begins (8:40 for the 9:00 AM service and 10:25 for the 10:45 AM service).
 - ✓ For those serving in Amboy on Saturdays, you must arrive at 3:45pm to assist in the setup of the Jr. High School. You will then need to be ready to perform your usher duties by 4:40pm.
- Check in with Joe, Jenny, or Brian, pick up your usher tag, receive any special instructions (if necessary) and pray.
- Under direction/with Joe, Jenny or Brian, survey worship area to ensure all the chair rows are straight and orderly (especially in second service). Also verify that the worship area is prepared for and generally presents an appropriate place of worship.

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Usher's Training



Before service (cont'd):

- Begin to usher no later than 15 minutes prior to the start of the worship service.
- Position yourself by the greeter. When first time guest(s) arrive and after they are greeted, escort the person(s).
 - ✓ If they have young children, show them the children's church room and the nursery area. Also make them aware of the restroom facilities and the refreshments table.
- Escort attendees all the way to the row where the seating is to take place (DO NOT POINT).
 - ✓ Be aware of available seating.
 - ✓ Identify the size of the party.

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Usher's Training



Before service (cont'd):

- ✓ Close up gaps and breaks (These gaps and breaks create substantial difficulties when receiving offering and serving communion).
- ✓ Be aware of saved seats.
- ✓ If seats are in the middle of the row, ask the person(s) on the end to excuse the attendees being seated.
- If possible, seat people with small children at the back of the sanctuary, even if additional chairs need to be set up. This will allow the parent and child to exit the service quickly if needed.
- Keep all aisle ways and traffic areas clear of congestion.
 - ✓ If necessary, direct people who congregate in these areas toward other areas, or escort them to a seat.

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Usher's Training



During service:

- Maintain control of worship/seating area.
- Close sanctuary entry doors when the music starts.
- Assist with coordinating communion, especially for late arrivals.
- Seat people as per the seating instructions listed above.
- Be aware of seating needs of greeters.
 - ✓ Assist/escort greeters to seats in worship service.
- *As this is a very reverent time, no one should be seated during the communion meditation, prayer, or the passing of the communion.*
 - ✓ Direct attendees to wait in the back, ensure them they will receive communion.
 - ✓ Direct servers to those who are waiting in the back.

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Usher's Training



During service (cont'd):

- Always stay aware of the environment.
 - ✓ Investigate and eliminate all noises and distractions.
 - ✓ Refer to Joe, Jenny, or Brian if necessary.
- Provide count of everyone in sanctuary, children's church, and nursery.
 - ✓ Utilize count sheets located in Hospitality tray in Marci's office (see Joe, Jenny, or Brian if you cannot find them).
 - ✓ Count should be taken at the beginning of the message once everyone is seated.
 - ✓ Seat them quickly and quietly during offering time.

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Usher's Training



After service:

- Assist in the transition to the next service (Sunday 1st Service Amboy Campus only).
 - ✓ Return the worship area to worship readiness by picking up papers, bulletins, cleaning up any spills, etc.
 - ✓ Straighten chairs.
- Please assist with tear down and clean-up (Saturday service at Amboy Campus only).
- Return your usher tag to Joe, Jenny, or Brian before leaving.

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Questions



It's all about the Kingdom!



- Remember your service is to God not to man.
- Greeting and Ushering is a key ministry to reach the lost for Christ and to further His Kingdom.
- In all you do, do it with excellence unto the Lord!

It's all about the Kingdom!