

Guidelines in this document recommended by Worship Committee

Ushering and greeting are great ways to meet people at CMCL. It's also an easy way to volunteer in the church without having to spend extra time outside Sunday morning.

The moment the first person greets a visitor, the visitor receives a message about the God we worship. If we believe in a God who cares about each one of us, calls us by name and wants us to "welcome the stranger," then we must not ignore the visitor. We need to welcome them, introduce ourselves, and learn their names. We need to be inclusive and help people feel genuinely and appropriately welcomed.

GREETING JOB DESCRIPTION

1. Be in the foyer 15 minutes before the starting time of your scheduled service.
2. Find a greeter nametag in the usher closet near the water fountain in the front foyer.
3. Stand near the steps of the foyer, either below or above the steps.
4. The greeter **WELCOMES** people and hands out bulletins. Greet people by name if you know it; otherwise give a friendly greeting. Hand the bulletin to people so they can read it without having to turn it around. Don't get involved in lengthy conversations; don't make people wait to be greeted. Help newcomers and visitors (especially with children) know the essentials: Childcare, Christian Education, Rest Rooms, Coffee Time.
5. The greeter should stay in the foyer to welcome people until 10 or 15 minutes after the service has started.
6. Try to keep in mind that we have many people who attend sporadically. Do not hesitate to re-introduce yourself. If this is their first time, suggest they look for and fill out a visitor card located in the back of the hymnal.

USHERING JOB DESCRIPTION

1. Arrive 15 minutes before the start of the service. Wear an usher name tag, (found in the foyer closet behind the water fountain). **PLEASE BE ON DUTY THROUGHOUT THE SERVICE.**
2. Place a few extra bulletins and hymnbooks in the room back of the sanctuary for those who come up from the back foyer and elevator.
3. Position yourself near the songbook racks and hand them a hymnal. This is also a strategic location to watch the flow of people and help as needed. Consider inviting couples to share a songbook if they don't mind, since we are frequently running out of songbooks.
4. Encourage people to fill in the front rows of the sanctuary. Reserve the last two rows for latecomers.
5. Encourage people to be seated, rather than stand and talk in the entryway. Assist people in finding seating, especially when it begins to get crowded, or after the service has started. Once prelude has begun, encourage people to be quietly respectful of worship environment. (**ANY SOUND FROM FOYER AREA TRAVELS QUICKLY INTO THE SANCTUARY.**) Assist latecomers in finding seats in ways that do not disrupt the service. There may be a slight delay in seating to avoid disrupting the worship leader, pastor or the mood that has been created. Help newcomers and visitors find their way and answer any questions.
6. Locking/Unlocking Doors: About 10 minutes into the service, an usher will lock the Parrot Gallery door and Christian Ed. Door (located by the courtyard). The keys are located near each door. (This is a good time to also get a count of persons in areas other than the sanctuary.) Then during announcements, an usher will unlock the doors.

NOTE: There is a doorbell outside the Parrot Gallery door that can be used for those unable to use steps to enter the building, once the doors are locked. If you hear the doorbell ring, open the door to let the person in.

7. Do a safety walk-through of all rooms and spaces in the Christian Ed area and Parrot Gallery areas. Count persons in childcare and other downstairs areas if you haven't earlier.
8. Take attendance: Count from the balcony and also get the Zoom count from the Zoom Tech. (Include your count from downstairs.) Ushers record these numbers on the offering envelope and on the paper for the office (found in foyer closet). Make sure the Zoom number is kept separate from in-person attendees number.
9. Collect offering, with two ushers on the outside aisles with a basket each. Baskets are in the foyer closet. Don't forget the worshipers in the balcony. (If chairs are not in usual rows, take a moment to plan how best to pass baskets.)
10. Have two ushers sort offering into checks and cash. Count the cash, and the *number* of checks with checks face down. Fill in the form on the offering envelope, and the corresponding ½ sheet form, found in the foyer closet. Place items in the envelope and seal it. That envelope along with any other collected items such as MOOS offerings, go in the locked safe in the usher closet. The corresponding form should be put in the *church office mailbox* downstairs.
11. Two mics on stands will be set up by the sound tech prior to the service. Turning them on and off is the responsibility of the sound tech.
12. Hearing assistance devices are available. They are located in the back of the sanctuary on the windowsill. (1) Distribute assist units to those who request them and show them how to use the unit if it is their first time. (2) If you know of someone who may benefit from the use of a unit but is unaware of their availability, tell the person about the system. (3) Collect the units after the service and return them to the windowsill.
13. Following the service, collect any stray songbooks and papers, and straighten the chairs, in prep for the next group that will use the sanctuary. Make sure all candles are extinguished.

ITEMS TO BE AWARE OF:

1. Exits: Aisles leading to exits must be three feet wide.
2. Know where restrooms and childcare rooms are located and be ready to give directions to visitors. Often asking another regular attendee to show a visitor the way is the most helpful. *According to our Child Safety Policy, children going to the bathroom must be accompanied by a parent or an approved volunteer.*
3. Disruptions. If a disruption occurs during worship, do not hesitate to ask if you can be of assistance in any way.
4. Take appropriate steps to follow Fire Code Guidelines for lighted candles. **Fire blankets are stored in the usher closet.** Know where the fire alarms and extinguishers are located. Fire extinguishers are located at the front and back of each floor. The closest one to the kitchen is located near the elevator.
5. More masks are stored in the usher closet if there are none on the small table in the foyer.

SCHEDULES

You are responsible for getting your own replacements or switching with another volunteer if you cannot be available on your scheduled day. Email usher@communitymennonite.org to find a switch or replacement. Please make every effort to inform the office of changes so the bulletin is correct. Corrections need to be submitted by Wednesday, prior to the bulletin being printed.

To Access Master Usher/Greeter Schedule: visit www.communitymennonite.org, and under the Congregational Resource tab, go to Schedules > Usher/Greeter Schedule. If needed, the password is parrot.

To Access Usher/Greeter Guidelines: Visit www.communitymennonite.org and under the Congregational Resources Tab, go to Policies, Forms, Guidelines and under General Church, select Usher Greeter Guidelines. The password is parrot.