

## Guidelines recommended by Worship Committee

Ushering and greeting are great ways to meet people at CMCL. The first person to greet a visitor sends a message about the God we worship. We believe in a God who cares about each of us, calls us by name, and wants us to “welcome the stranger.” It’s important that we introduce ourselves and learn their name, and that people feel genuinely and appropriately welcomed.

Please familiarize yourself with the church’s [Welcome/Response Plan](#) that outlines how pastoral team plans to respond if there are safety concerns or disruptions during the worship service. A copy is also posted on the inside of the usher closet door, along with these usher/greeter guidelines.

### JOB DESCRIPTION FOR FOYER GREETER

1. **Find a greeter name tag** in the usher closet near the water fountain in the front foyer.
2. **Arrive at your post 20 minutes before the service starts**, standing above or below the steps.
3. **Welcome people and hand out bulletins.** Greet people by name if you know them; many people attend sporadically, so don’t hesitate to re-introduce yourself. If this is their first visit, suggest they fill out the visitor card in the back of the hymnal.
4. **Hand out the bulletin so people can read it without having to turn it around.** Keep conversations short so the people behind them aren’t waiting. Let newcomers and visitors know about childcare, Christian Ed, restroom locations, and coffee time. (Ushers will provide hearing devices and large-print songbooks when needed.)
5. **Remain at your post until 10 or 15 minutes after the service has started.**

### JOB DESCRIPTION FOR LIFT GREETER

1. **Arrive at least 30 minutes before the service starting time** (older people tend to arrive early).
2. **Unlock the lift at 9:00 at both the outside and inside locations**, using the small key hanging on the left door frame immediately inside the Christian Ed lobby. The lift control panels in the vestibule and at street level are identical. The key is vertical when the lift is locked and horizontal when the lift is unlocked. If you wish to get inside the building before the Christian Ed door automatically unlocks at 9:00, you can enter at the Parrot Gallery door.
3. **After the lift is unlocked, bring it to street level.**
4. **Find a greeter name tag** in the basket on the windowsill inside the Christian Ed entrance.
5. **Stand where you can see people approaching the lift** from the outside—either outside near the lift or in the hallway leading to the Christian Ed wing.
6. **Welcome potential lift users** and help them use the lift (do a test run if necessary). Tell newcomers and visitors where to find the essentials: inside elevator, hymnal and church bulletin, restrooms, coffee time, Christian Ed classrooms, childcare, hearing devices, and large-print song books. If this is their first visit, suggest they fill out the visitor card in the back of the hymnal.
7. **Ask lift users to return lift to street level** after use so it’s ready for the next users.
8. Shortly before 9:45 (before Christian Ed door automatically locks), **lock the lift at the outside location (not inside for safety reasons), return lift to upper level**, and return key to where you found it. The Parrot Gallery greeter will unlock the lift near the end of the service.

9. Stay in the lift area until 9:45. At that time, **check to see that both Christian Ed doors are locked**. If door on right is not locked, use the hex key to manually lock it (hanging above the lift key). If door on left, which locks automatically, is unlocked, inform Dave Lutz or Daryl Snider. That door cannot be locked with the hex key.

## **JOB DESCRIPTION FOR USHERS (Also see quick reference at end.)**

1. **Arrive at least 20 minutes before service starts**. Wear an usher name tag (found in the usher closet near the water fountain). Please be on duty throughout the service.
2. **Place a few extra bulletins and hymnals in the room behind the pulpit** (right side) for those arriving from the back foyer and elevator.
3. Use the **ropes** (stored in the usher closet) to reserve the last two rows of seats for latecomers. Remove ropes around 9:25 and return them to the usher closet after the service.
4. Stand near the songbook racks and **hand out hymnals as you greet people**. This is also a strategic location to watch the flow of people and help as needed. Consider inviting couples to share a songbook if attendance is unusually large. Note that large-print songbooks are available.
5. **Encourage people to be seated**, rather than standing and talking in the entryway. Help people find seating, especially when it begins to get crowded and after the service has started. Once prelude has begun, encourage people to be quietly respectful of worship environment. (Sound from the foyer travels into the sanctuary.) Help latecomers find seats, delaying seating as necessary to avoid disrupting the service. Help newcomers and visitors find their way and answer any questions.
6. **At 9:40 one usher will conduct a safety walk-through** of all rooms in the Christian Ed wing and Parrot Gallery. Count people in childcare and other downstairs areas if you haven't earlier. (Finish walk-through after offering if necessary.) **NOTE:** The lift greeter locks the lift around 9:40. People arriving after that time can ring the doorbell near the lift. If you hear the doorbell, unlock the lift door so the person can enter.
7. **At 9:40 the other usher will take attendance:** Count from the balcony and get the Zoom count from the Zoom tech, keeping the two counts separate. (Include your count from downstairs.) Write the attendance numbers on the offering forms after plates are collected.
8. **Collect offering**, with two ushers on the outside aisles handling a basket each. Baskets are in the foyer closet. Don't forget people in the balcony. (If chairs are not in usual rows, take a moment to plan how best to pass baskets.)
9. **The two ushers sort the 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 half-sheet form, found in the foyer closet. Place cash and checks in the envelope and seal it. That envelope, along with any other collected items such as MOOS offerings, goes in the locked safe in the usher closet. Put the corresponding form in the church office mailbox downstairs.
10. **Prior to the service, the sound tech sets up the two mics on stands** for use during sharing time and announcements. The sound tech is responsible for turning them on and off.
11. **Hearing assistance devices** are in the back of the sanctuary on the windowsill. (1) Distribute devices to those who request them and show them how to use the unit if necessary. (2) If you know of someone who may benefit from their use but is unaware they exist, tell them about the system. (3) Collect the units after the service and return them to the windowsill, making sure they are turned off.
12. After the service, **make sure all candles are extinguished**.
13. Collect **stray songbooks and papers** and straighten the chairs.

## **OTHER ITEMS TO BE AWARE OF:**

1. **Exits:** Aisles leading to exits must be 3 feet wide.

2. Know where **restrooms and childcare rooms** are located and be ready to give directions to visitors. Asking another regular attendee to show a visitor the way is often 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. Our Child Safety Policy asks for **children in grade 5 and younger (ages 0-11)** to be with a parent, guardian, or designated adult. If you notice younger children without adult supervision during the worship service (say, on bathroom trips) or while socializing in the Parrot Gallery, please gently direct them back to their grownups.
4. **Disruptions;** Welcome/Response person will handle disruptions, but please be familiar with the Welcome/Response Plan. Don't hesitate to ask if you can be of assistance.
5. Take appropriate steps to follow Fire Code Guidelines for lighted candles. **Fire blankets** are stored in the usher closet. **Fire extinguishers** are located at the front and back of each floor. The closest one to the kitchen is near the elevator.
6. **Masks** are available on the small table in the foyer. Our supply is stored in the usher closet.

## SCHEDULES

You are responsible for **finding your own replacement** or switching with another volunteer if you have a conflict on your scheduled day. Email [usher@communitymennonite.org](mailto:usher@communitymennonite.org) to put out the call for a replacement. Please inform the co-chair ushers and the church office of changes so the bulletin is correct. Corrections need to be submitted by Wednesday, prior to the bulletin being printed.

**Master Usher/Greeter Schedule:** Visit [www.communitymennonite.org](http://www.communitymennonite.org). Under the Congregational Resource tab, go to Schedules > Usher/Greeter Schedule. The password is parrot.

**Usher/Greeter Guidelines:** Visit [www.communitymennonite.org](http://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.

## QUICK REFERENCE FOR USHERS

Before 9:10	Place several bulletins and hymnals in room to right of pulpit. Rope off last two rows of seats.
9:10	Hand out hymnals and help people find seats.
9:25 or so	Remove ropes from last two rows.
9:40	One usher conducts walk-through on lower levels (be back upstairs in time for the offering); Walk-through may also be completed after the offering.
Offering:	Other usher takes attendance.
End of service:	Extinguish candles as needed, collect stray songbooks and papers, and straighten chairs.