

GREETER/USHER GUIDELINES

Thank you for welcoming people to the service and offering them warm hospitality on behalf of the Community. It has been said that first time guests get a lasting impression of a congregation within the first 7 seconds of arriving inside. Know that you are the face of the congregation and that your appearance, your attitude, your ability to arrive on time are all very important. Please arrive a half hour before the service (9:15 or 11:00). Put on your name tag.

Three positions: Greeter, Usher, and Grusher (Greeter/Usher Combo)

KEYS TO SUCCESS FOR ALL USHERS AND GREETERS

- Smile! Be pleasant and welcoming, interested in the people you are greeting, and sensitive to the needs of each person. Watch for cues as to whether a person wants to enter quietly or to be greeted with abundant enthusiasm.
- Keep an eye on the big picture: Avoid getting drawn into an involved conversation that takes you away from larger duties of reducing congestion, seating people and helping visitors with name tags, etc. How can you help people have a welcome and meaningful experience?
- Please notice and help those in wheelchairs or using walkers or canes who may need extra help getting to a seat.
- Know the light switch panel.
- Ask for help when you need it.

PLEASE NOTE:

- You are the hands and eyes of the back of the room. Be alert! Someone in the congregation may need assistance. We may need to add more chairs (extra chairs are in the Anthony (library) room) or ask people to move in closer to one another to make more room.
- There are 4 fire extinguishers: just inside the front doors, next to the side door near the office, next to the back patio door, and at the top of the stairs.
- The first aid kit is white and is on the wall next to the doors to the Channing Room from the Alcott Room.
- There are extra chairs in the Anthony Room (next to Sanctuary).
- Please help us by signing up on Doodle <https://doodle.com/poll/y7iac6vrke3rf3re#table> or call Kathy. If you need to change your day or time, please provide as much notice as possible and call Kathy MacLeod at (530) 477-5824 or mobile: (530) 615-8044.

***Your service is very much needed and appreciated!
Thank you!!!***

GREETER

BEFORE THE SERVICE:

- Set up table in foyer with greeting materials from office closet. Joys and Sorrows cards and pencils go on the stand in sanctuary doorway – refill if necessary.
- Open both doors, depending on weather, and secure with brick.
- One greeter stands at the door to greet everyone and another one stands at the table.
- Create a welcoming friendly atmosphere, answer any questions or find someone who can.
- Direct visitors to the table for a temporary name tag and visitor information clipboards, brochures.
 - Let them know filling out the form will get them a printed name tag and emailed newsletter.
 - Help returning visitors find their newly printed name tags (placed on the table from the envelope or filed in the little basket) and show them where to place them after the service in the visitor name tag rack.
- Encourage people to move along into their seats.... keep traffic flowing.
- Avoid long conversations so that you don't miss greeting new visitors.
- **Early service only:** Visitors with children can sign them up for RE classes at the foyer table and be introduced to an RE representative (confirm who that is ahead of time) to show them where the classes are during the early service. Children will start in the sanctuary and leave for class after the story.

DURING THE SERVICE:

- When the service starts, close the front door as quietly as possible.

AFTER THE SERVICE:

- Return to the foyer for 20-30 minutes to talk with visitors and answer any questions.
 - Ask how they enjoyed the service, offer brochures, visitor packet, Mountain Chalice newsletter, DVD (to be returned), visitor form to fill out.
 - Thank them warmly for coming.
- Help tidy name tag rack so it is neat and alphabetized.
- **Late service only:**
 - Return greeting basket and materials to the office and file new visitor forms in the admin mail slot.

USHER

SET UP BEFORE THE EARLY SERVICE:

- Place the handicapped parking signs. It's important to do this early before parking is filled.
- Raise the American flag (kept in office closet. If not there, look on hymnal bookcase in sanctuary.) You will need to unclip the Rainbow flag and clip the American flag in its place at the top. Then clip the Rainbow flag on the bottom, red stripe on top. Don't move the Earth flag.
- Place some Orders of Service on the stand in the doorway into the main sanctuary.
- Be sure offering baskets are on the bottom shelf of the back of the pulpit **before each service**.
- Ensure Joys and Sorrows cards and pencils are on the little table with the programs.
- Place hymnals on every other chair if needed. (Check order of service. Hymns starting with number 1000 are in the teal book.)

BEFORE BOTH SERVICES:

- Stay in the sanctuary to greet and seat people. Encourage them to move on and fill seats from the front row back if set up normally, or if sanctuary is set up facing the Methodist church, try to get people to take seats at far edge (near piano) as late arrivals will have trouble getting to the more remote seats.
- Invite folks to enjoy coffee and snacks between services.
- Invite them to take an order of service program. (Leave a stack at the doorway next to the Joys and Sorrows cards but also carry some to hand out.)

DURING THE SERVICE:

- As the service begins, close the hall door into the sanctuary (to keep out noise). **Both services.**
- If someone has left a Joys and Concerns card on the stand, take it to the front and add it to the basket. **Both services.**
- When the service begins you are still "on duty". Please sit near the back, continue to watch the door, be alert and quietly welcome people who come in late
- Keep an eye on the minister/speaker and worship associate. You may be needed to do something during the service, i.e. get someone a glass of water, turn lights on or off. You are part of the worship team.
- **OFFERING:** (Both ushers) Be ready to walk forward (slowly, together) when the worship associate invites you. Hand the baskets to the people on the aisles. Meet in the back, and be ready to walk forward again when worship associate beckons.
- **COUNTING:** Each usher counts people in the room. Compare counts after the service to come up with a good average.
 - Count everyone except people paid to be there (minister or speaker, pianist, special (non member) musicians.) People counted include the choir as well as children who have chosen to stay in the service. RE and infant care make their own head count.
 - Do not count people at the late service who were counted at the early service (choir, UU musicians, sound engineer)

(OVER)

AFTER THE SERVICE:

- ***Late service:***
 - Change the flags. Rainbow flag on top, American flag is folded and put away in the office closet. (be careful not to allow the U.S. flag to touch the ground).
 - Bring in the handicapped signs and put away in office closet.
- ***After each service:***
 - Tidy the sanctuary. Straighten or pick up (late service) hymnals and orders of service (OOS), straighten chairs. You can reuse OOS for second service if in good condition, recycle leftover OOS in the office after second service.
 - Two UUCM members count and secure the offering and record attendance in the office. (Couples are not supposed to count together. Ask another member to count with you.) Envelopes and attendance sheets are in a wall slot by the closet door in the office. Seal envelope and place in money pouch. Insert in lock box slot.
 - Return offering baskets to bottom shelf of pulpit.

GRUSHER (USHER/GREETER COMBO)

This individual will be assisting both the Greeter and the Usher.

BEFORE THE SERVICE:

- Help Usher with set up if requested - putting up flags, handicapped parking signs, distributing hymnals etc.
- Stand at the front door to greet everyone as they come in.
- Create a welcoming friendly atmosphere, answer any questions or find someone who can.
- Direct newcomers to the Greeting Table and the Greeter where they can make a name tag, fill out a visitor form if they wish, find out what class their children are in, etc.
- Encourage people to move along into their seats.... keep traffic flowing.
- Avoid long conversations so that you don't miss greeting new visitors.

DURING THE SERVICE:

- Sit near the back to quietly welcome late arrivals and be ready for the offering.
- **OFFERING:** (with Usher) Be ready to walk forward (slowly, together) when the worship associate invites you. Hand the baskets to the people on the aisles. Meet in the back and be ready to walk forward again when worship associate beckons.
- **COUNTING:** Each usher counts people in the room. Compare counts after the service to come up with a good average.
 - Count everyone except people paid to be there (minister or speaker, pianist, special (non member) musicians.) People counted include the choir as well as children who have chosen to stay in the service. RE and infant care make their own head count.
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- **Late service:**
 - Help Usher change the flags. Rainbow flag on top, U.S. flag is folded and placed on hymnal bookshelf in the sanctuary (be careful not to allow the U.S. flag to touch the ground).
 - Help Head Usher bring in the handicapped signs and put away in office closet.