**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 (9:00 or 11:00, summer 9:30). 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.
* Please help us by signing up on Doodle <http://doodle.com/poll/f2vabn82x8tivsb7> 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 the cabinet under the office mailboxes. Joys and Sorrows cards and pencils go on the stand by the entry window – refill from green envelope if necessary. Wear your name tag and “Greeter” lanyard from the desk drawer.

• Open both doors, depending on weather, and secure with brick.

• The grusher stands at the door to greet everyone and the greeter stands at the table.

• Create a welcoming friendly atmosphere, answer any questions or find someone who can.

• Direct visitors to the table to make a temporary name tag (in the desk drawer) and encourage them to return after the service for more information.

o Help returning visitors find their newly printed name tags (placed on the table from the red 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 and take a seat inside.

**AFTER THE SERVICE:**

• Return to the foyer for 20-30 minutes to talk with visitors and answer any questions.

o Ask how they enjoyed the service, offer brochures, visitor packet, Mountain Chalice newsletter, DVD (to be returned), visitor form to fill out. (Let them know the form will add them to our data base for emails and newsletters as well as a printed name tag.)

o Thank them warmly for coming.

•***Late service only****:*

* Return greeting basket and materials to the office and file new visitor forms and requests for new name tags in the admin mail slot.

**USHER**

**SET UP BEFORE THE EARLY SERVICE:**

* Place the handicapped parking signs (stored in the office closet) along Walsh Street. It’s important to do this early before parking is filled.
* Raise the American flag (kept in greeting basket in the office cabinet under the mail slots). 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.
* 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.
* Place hymnals on every other chair if needed. (Check with the worship associate or order of service. Hymns starting with number 1000 are in the teal book.)
* Wear your name tag and “Usher” lanyard from desk drawer.

**BEFORE BOTH SERVICES:**

* Stand in the sanctuary just inside the next to last row to give out programs. 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. Try to keep the entrance to the sanctuary uncongested.
* Invite folks to enjoy coffee and snacks between services.

**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 usher and grusher) Be ready to walk forward (slowly, together) when the worship associate invites you. (Check program for timing.) 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:** The usher and grusher both count all the 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 cabinet under mail slots. (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 wastebasket marked RECYCLE 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.) Money pouches and attendance sheets are in a wall slot by the table in the office. Insert completed form and offering in the money pouch. Insert in lock box slot in the far corner.
* 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.

• Wear your name tag and the “Grusher” lanyard in the desk drawer.

• 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 and 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 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**: The usher and the grusher count all the 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)

**AFTER THE SERVICE:**

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*•* ***Late service****:*

* Help Usher change the flags. Rainbow flag on top, U.S. flag is folded and placed in cabinet under the mail slots (be careful not to allow the U.S. flag to touch the ground).
* Bring in the handicapped signs and put away in office closet.