

USHER GUIDELINES and TASKS

10.1.2017

GOALS:

- To create a warm and welcoming atmosphere at UUCM
- To facilitate getting people settled and ready to be 'present and engaged' at the beginning of the service
- To collect offerings, record them, and store safely
- To be alert to ways to help the morning run smoothly
- To be alert to emergencies and difficulties, and deal with them appropriately

STAFF:

At least 2 ushers (EQUAL and INTERCHANGEABLE)- for each of the two services
1 liaison / representative from youth/ children's religious education- at early service

LOGISTICS:

Work together as a team to accomplish the TASKS

- To prepare for the services
- Pre services, as people arrive
- During the services
- Following the services

TASKS:

a) Preparing for the service:

- 1) Unlock the doors – leave open if weather permits
- 2) Raise the flag – American flag at the top, Rainbow at bottom, red stripe up
- 3) Put out handicapped parking signs on the sidewalk
- 4) Set up entry table with clipboards, new name tags from red envelope, etc
- 5) Replenish "Joys and Sorrows" cards (green envelope)
- 6) **Check that collection baskets are in back of pulpit**
- 7) Put out hymn books every other chair if needed that day
- 8) Identify the nursery helper and RE liaison
- 9) Be ready for early arrivals ½ hour before service begins
- 10) Wear your name tag and lanyard from desk drawer

b) Pre- service:

- 1) Be cheerful, friendly and welcoming – without being overwhelming
- 2) Help people claim new name tags (from table or little basket file) and help visitors make temporary name tags
- 3) Hand out Orders of Service
- 4) Encourage people to move through the foyer – either to find a seat or talk with friends somewhere past the foyer

- 5) Direct new children to RE liaison at the rear of sanctuary
- 6) 5 Minutes before service begins – announce in the foyer “the service is about to start, please find your seats”, and help people to get settled
- 7) Once service begins, encourage a respectful quiet and get everyone out of the foyer

c) During the service:

- 1) Close front door quietly
- 2) Close hall door into sanctuary
- 3) One usher remains seated at the back, next to the foyer to direct any latecomer to move quietly to their seat.
- 4) Both ushers count the number of attendees after the children leave for their classes. Count people who attend both services (choir, sound person, etc.) only at the first service. Don't count paid staff. Use an average of both counts.
- 5) Collect and secure the offering and record the head count after each service.
- 6) Be aware of your surroundings, and respond to any difficulties, confusion, or emergency in a calm reassuring fashion. Try to eliminate distractions or anything that prevents people from fully entering the spirit of the service.

d) After the service:

- 1) Be available in the foyer and the refreshment area to talk to people, especially new people.
- 2) Make introductions, share printed information, encourage signing up for newsletter - help people to know about upcoming events and 'get connected'
- 3) Tidy the sanctuary, make ready for the 2nd service (or to close the building)
- 4) Transition smoothly from the 'early' ushers to the 'second service ushers'
- 5) At end of day
 - take down and store the flag
 - tidy sanctuary and foyer and put hymnals and greeting supplies away
 - bring in the handicapped signs
 - pick up and file programs in office recycle after 2nd service
 - file newly registered visitor forms and new name tag requests in Administrator mail slot