

### **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 "Come Home," 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 times (8:30 am and 11:00 am) of the services.
2. Position yourself on landing above steps; near back wall or by side steps. Try to stand back from step edge for everyone's safety.
3. Find a greeter name tag in the usher closet near the water fountain in the foyer.
4. The greeters WELCOME people and hand out bulletins. (Please (re)read paragraphs at top of this page.) Greet people by name if you know it; otherwise give a friendly greeting. Shake hands if you are comfortable doing that, then 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(s) should stay in the foyer to welcome people until 10 or 15 minutes after services have started.
6. Try to keep in mind that we have many people who attend sporadically. Do not hesitate to re-introduce yourself and ask how long they've been attending...if first time, suggest they look for and fill out a visitor card located in the back of the blue hymnal. Offer a CMCL information booklet. There should be copies on the foyer table.

### **USHERING JOB DESCRIPTION**

1. Be in the foyer 15 minutes before the start of the service. Wear an usher name tag, (found in the foyer closet behind the water fountain). BE ON DUTY THROUGHOUT THE SERVICE. Take a security walk through the building after the offering.
2. Encourage people to be seated, rather than stand and talk in the entryway. Assist people to find 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.) Encourage people to fill the front first; reserve the back rows and balcony for latecomers and overflow. Assist latecomers in finding seats in ways that do not disrupt the service. Help newcomers and visitors (especially with children) know the essentials: Childcare, Christian Education, Rest Rooms, Coffee Time; personally show them where to go if you have the time.
3. Position yourself near the songbook racks and remind people to pick up appropriate songbooks. Better yet, make personal contact by handing them song books. This is also a strategic location to watch the flow of people and help as needed.
4. Take attendance; count from the balcony. Also, count adults and children downstairs in childcare. This information is written on the forms used for collected offering.

- 5.
6. Collect offering. When crowd is smaller two people in center aisle will suffice, but feel free to ask others to assist so that there are four people to pass the baskets. (Two people in the center aisle and one in each of the side aisles.) This is most important when the group is large. 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.)
7. Sort offering into checks and cash. Count the cash, and the *number* of checks. 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 Christian Ed offerings, go in the locked safe in the usher closet. The corresponding form should be put in Chris Bowers' mailbox downstairs.
8. Familiarize yourself with the order of service on the bulletin, so that you are prepared with the microphone for the offering, sharing, and announcements.
9. The cordless microphone must be picked up from the sound technician in the balcony. **Do not** leave it lying around, unattended. Keep it in your possession (not on a windowsill), or return it to the sound technician when not in use. **Always** return it to the sound tech at the end of each service. (The church has already had one mic stolen, and mics are very expensive.) To save time and running around, use two mics, one in each side aisle. Stand at least half way up the aisle so people can see who has the mics. Pass mics down the road as needed. This avoids looking for an empty seat so as not to block the view. Stay standing along the wall as people share. From this vantage place you can see who is getting ready to share.
10. Extinguish all lighted candles at the end of the service. When any candles are used, keep an eye for ones burning down fast or any that may be dripping wax. Take appropriate steps to keep property safe.
11. Hearing assistance devices are available. They are located in the back of the sanctuary in the rolling cart that holds the children's activity papers. Open the lower door of the cart to find them. 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 store them in the door of the cart.

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

1. Exits. Aisles leading to exits must be three feet wide.
2. Fire code does not allow for open flame. Speak to worship leader if there is a problem.
3. 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.
4. Disruptions. If a disruption occurs during worship, do not hesitate to ask if you can be of assistance in any way.

#### **NOTE TO SECOND SERVICE USHERS:**

Second service ushers need to be in the sanctuary about 10-15 minutes before the service begins. This time should be used to re-set chairs and return hymnals to the songbook racks. If space is being used for a class, be as unobtrusive as possible but don't hesitate to prepare the space for worship. This will also let the class know that services are about to begin.

#### **SCHEDULES**

You are responsible for getting your own replacements or switching with another volunteer. Please make every effort to inform the office of changes so the bulletin is correct. Corrections need to be submitted by Wednesday.