



Usher and Greeter Responsibilities

As of October 20, 2017

ABOUT THIS DOCUMENT

This document was developed by Volunteer Coordinators Bob Martin and Lynn Cook to assist Volunteer Ushers and Greeters at New Hope Presbyterian Church. Use this document to understand the detailed responsibilities for each position.

Volunteer Position Responsibilities

USHER RESPONSIBILITIES.....	2
HEAD USHER RESPONSIBILITIES.....	5
GREETER RESPONSIBILITIES	8

USHER RESPONSIBILITIES

Watch our video on ushering: <https://www.youtube.com/watch?v=jJpXIYttxo>

Ushers should arrive at church 20 minutes prior to the service beginning in appropriate dress attire.

Obtain and put on an Ushering Badge & a Name-tag.

Ensure the Sign-in Books w/pen on the chair seat at the end of each row (first service ushers) prior to the first service and back on the same seat for the second service prior to its starting.

Divide out the stack of Church Bulletins among the four ushers. One usher is positioned at the first door, two at the middle doors, and one at the last door, unless one or two is greeting.

Open all the doors to the sanctuary.

Greet each person with a smile and by name if you know them, as you hand them a bulletin. Each adult normally gets a bulletin and offer them to teenagers, although most of them do not want them.

Escort any people to their seats that need it. Someone may come in looking for their spouse, friend, etc. Be ready to assist, if you know the person(s). Always be on the lookout for whatever need arises.

Coloring books & crayons are kept near the table in the foyer outside of the sanctuary. You can bring it to the attention of people with children, especially new people, as you see as necessary. This need can happen after the service is started, as well.

It is best if ushers remain in the foyer behind the sanctuary to ensure they are participating and serving fully.

Make sure the sound is on in the foyer...check with sound booth, if not.

Once the service is started close all the doors to the sanctuary.

You may have to ensure that people are not noisy in the foyer.

Open the doors prior to the children exiting after the Children's Message.

During the children's message, the Lead Usher assigns each usher an area to count. There are four sections and one of the ushers must count the children and any adults up front during the message. At the same time, counting attendance is going on, each usher holds up a couple

blank prayer request forms as a reminder for the congregation to hand them any filled out prayer requests they may have. Recommend the usher on the right or left side count the children and adults up front.

All the prayer slips are collected and consolidated in the foyer. One person, usually the Lead Usher, takes them up front to the designated person, the Pastor, Asst Pastor, Elder, etc. who will be doing the prayer later in the service.

Take the attendance slip on the small table in the back and add the counts of the four ushers. Don't forget to count yourselves, the people in the foyer, sound booth, and the pianist. Write the total down on the attendance sheet and place in the appropriate bag where the money and the offering envelopes will be placed.

Separate the bulletins and pull out the leaflets that need to be saved for the next service's bulletins (first service ushers) and for saving leaflets for the following week (second service ushers) to be placed on the desk to the right in the main office.

Once the children and teachers have departed the sanctuary, after receiving the children's message, close all the doors.

Some people may show up late. Ensure they get a bulletin and they can either sit in the back in the foyer or can be seated in the sanctuary. Use your own judgment if they need to be escorted. Note: Our pastor likes people on the inside, if there is room. Late arrivals can be encouraged to move to the inside, if previously sitting in the foyer area, usually after the children's sermon. Do your best to include any late attendees in the overall attendance count.

During the prayer at the end of the sermon, as outlined in the bulletin, pass out the collection plates (wooden trays), one for each usher and soon as the offertory music begins (can be the piano alone or with person(s) singing along or a person playing an instrument with or without singing). If desired, select the two ushers who will take the plates forward later on the first note of the Doxology.

All four ushers step inside the sanctuary doors with their plate. The two on the outside, simultaneously, move to the front to collect from those on the front sides. The two ushers in the middle wait until the two outside people finish the front before moving to the front middle. Persons on the outside work their middle area and the outside area at the same time. Make an attempt to move back through the sanctuary at the same pace as the other ushers.

Once the four plates are brought to the rear of the sanctuary, the four plate's contents are consolidated into two plates. Open the two middle doors to the sanctuary. Determine the two

people, if not already designated, who will each carry a plate forward during the Doxology. Move forward once the first note of the music is played.

The two people walk slowly, bringing the plates forward and stand in front of the person who prays for the gifts. Once completed, turn about, and return to the foyer with the plates. All of the offering envelopes and money is consolidated into the bag and the Lead and another usher, not related to the Lead, takes the bag to be placed in the safe. Key is located outside the internal office door. Recommend putting a hand over the plate while walking; it saves the embarrassment of having money or envelopes, blow out on the floor.

If this is the first Sunday of the month, Communion is performed requiring help from two ushers, one on the far left and the other on the right. Stand inside the sanctuary at the back doors. Once the person overseeing the communion states for the people to come forth to partake of the sacrament, have people from the last row on the inside areas move forward. Alternate rows once the center row aligns with the right and left sides. Note: Sometimes, children will enter the sanctuary first from the Sunday School Classes and will line up outside the sanctuary. They go first to the front of the line to participate. The two extra ushers can filter in at any time to move to the front or can wait until the end when the two ushers who are working the rows move forward.

Open the doors to the sanctuary during the playing of the last song for the congregation to exit. Shake hands, greet and farewell those as you wish with thanks for coming and to have a GREAT week. Remember not to forget that you need to help clean up.

At the end of the second service, all four ushers enter the sanctuary after most people have exited the sanctuary to pick up the black sign-in books and bring them to the last rows to the inside areas of the sanctuary. One or two of the ushers can remove the signed sheets, consolidate them, and will eventually place them in the main office on the desk to the right.

Once the black sign-in books have the sign-in sheets extracted, (only performed by the 2nd service ushers), place them approximately equal in the small cabinet in the two drawers in the foyer.

Pick up all the trash in the sanctuary, including drinks, bulletins, and other items to be placed in a trash receptacle in the foyer.

Someone may have left something valuable in church after the service. Do your best to get the item to the person; use team approach to solve. If unknown, place the item on the same desk in the office where the sign-in sheets are dropped off and notify Steve or Jennifer, as necessary.

Your job is complete and you are relieved of your duties with thanks.

HEAD USHER RESPONSIBILITIES

Ensure each usher puts on a name tag and ushering badge, as well as the greeters putting on a name tag and a greeter's badge.

Ensure the Sign-in Books w/pen are on the chair seat at the end of each row (first service ushers) prior to the first service and back on the same seat for the second service prior to its starting.

Ensure each usher is provided a stack of Church Bulletins and the ushers are positioned at the appropriate doors. One is positioned at the first door; two at the middle doors, unless one of the ushers is greeting...one person at the middle door; and one at the last door.

Make sure all the doors to the sanctuary are opened.

Ensure each person is familiar with the ushering procedures. Assist them as necessary. Most people doing ushering have experience.

Recommend that ushers remain in the foyer behind the sanctuary to ensure they are participating and serving fully. If you are ok letting them to sit inside the sanctuary for the sermon, ask them to sit in the back and pay attention to when they will need to be available to return to the foyer for the offering.

Make sure the sound is on in the foyer...check with sound booth, if not.

Ensure all the doors to the sanctuary are closed once the service begins.

You may have to ensure that people are not noisy in the foyer.

Ensure all the doors are opened prior to the children exiting the sanctuary after the Children's Message.

During the children's message, assign each usher an area to count and provide them with a couple blank prayer requests to hold up as they move forward and back when counting the people. There are four sections and one of the ushers must count the children and any adults up front during the message. Ensure ushers know to hand out prayer requests, if someone in the congregation should ask for one and to pick up any filled out by people to bring to the foyer.

Ensure that all the prayer slips are collected and consolidated in the foyer. Ensure the prayer slips are taken up front to the designated person, the Pastor, Asst Pastor, Elder, etc. who will be doing the prayer later in the service.

Take the attendance slip on the small table in the back and add the counts of the all ushers. Don't forget to count yourselves, the people in the foyer, sound booth, and the pianist. Write the total down on the attendance sheet and place in the appropriate bag where the money and the offering envelopes will be placed.

Ensure to separate the bulletins on the back table and pull out the leaflets that need to be saved for the next service's bulletins (first service ushers) and for saving leaflets for the following week (second service ushers) to be placed on the desk to the right in the main office. If any bulletins are found in the sanctuary after the first service and they are serviceable, place with the bulletins on the back table to hand out in the second service.

Once the children and teachers have departed the sanctuary at the conclusion of the children's message, ensure all doors are closed.

Some people may show up late. Ensure they get a bulletin and they can either sit in the foyer or in the sanctuary. Use your own judgment, if they need to be escorted. Note: Our pastor likes people to sit on the inside, if there is room. Late arrivals can be encouraged to move to the inside, if previously sitting in the foyer area, usually after the children's sermon. Do your best to include any late attendees in the overall attendance count.

During the prayer at the end of the sermon, as outlined in the bulletin, pass out the collection plates (wooden trays), one for each usher and soon as the offertory music begins (can be the piano alone or with person(s) singing along or a person playing an instrument with or without singing), the two outside ushers move forward to collect from the people located in the front left and right. If desired, select the two ushers who will take the plates forward later on the first note of the Doxology.

Ensure that all four ushers know to step inside the sanctuary doors with their plate. The two on the outside, simultaneously, move to the front to collect from those on the front sides. Ensure that the two ushers in the middle know to wait until the two outside people finish the front before moving to the first row in the front middle. Persons on the outside work their middle area and the outside area at the same time.

Once the four plates are brought to the rear of the sanctuary, ensure the four plate's contents are consolidated into two plates. Ensure to open the two middle doors to the sanctuary. Determine the two people, if you have not already designated them, who will each carry a plate forward during the Doxology. Move forward once the first note of the music is played.

Ensure the two people know to walk slowly, bringing the plates forward and stand in front of the person who prays for the gifts. Once completed, they turnabout to their right and then go back out of the sanctuary to the foyer with the plates. All of the offering envelopes and money

is consolidated into the offering bag. As the Lead, choose another usher, not family related, to accompany you to place the bag in the safe. Key is located outside the internal office door. Recommend to ushers to put a hand over the plate while walking; it saves the embarrassment of having money or envelopes blowing out on the floor.

Ensure that two ushers assigned know the procedures on the first Sunday of the month that Communion is performed, one on the far left and the other on the right. Stand inside the sanctuary at the back doors. Once the person overseeing the communion states for the people to come forth to partake of the sacrament, have people from the last row on the inside areas of the sanctuary move forward. Alternate rows once the center row aligns with the right and left sides. Note: Sometimes, children will enter the sanctuary first from the Sunday School Classes and will line up outside the sanctuary. They go first to the front of the line to participate. Ensure that the two extra ushers know to filter in at any time to move to the front or can wait until the end when the two ushers who are working the rows move forward. Note, if anyone is in the foyer, they can move forward in the beginning.

Ensure that the doors are opened to the sanctuary during the playing of the last song for the congregation to exit. Instruct ushers that they can shake hands, greet and farewell those as you wish with thanks for coming and to have a GREAT week. Remember to ensure the ushers know to help clean up in sanctuary at the end of the service.

At the end of the second service, ensure all four ushers know to enter the sanctuary after most people have exited to pick up the Sign-in Books and bring them to the last rows to the inside areas of the sanctuary. One or two of the ushers can remove the signed sheets, consolidate them, and ensure that they are placed in the main office on the desk to the right.

Once the black Sign-in Books have the sign-in sheets extracted, (only performed by the 2nd service ushers), ensure that they are placed approximately equal in the two drawers in the cabinet in the foyer.

Ensure that ushers are aware to pick up all the trash in the sanctuary, including drinks, bulletins, and other items to be placed in a trash receptacle in the foyer.

If someone has left something valuable in church after the service, try to get the item to the person to left it; use team approach to solve. If unknown, ensure the item is placed on the same desk in the office where the sign-in sheets are dropped off and notify Steve or Jennifer, as necessary.

Thank the ushers who assisted you. Greeters can be thanked after serving.

GREETER RESPONSIBILITIES

Greeters should arrive at their assigned station about 20 minutes prior to the service beginning in appropriate dress attire. Normally, there are two greeters at a designated door.

Put on a Name-tag. Our Guest Team badges are located on the Guest Team Table inside the main door.

Greeters position themselves at the two different sets of doors, the Northeast side and the other on the Southeast side and monitor people approaching to enter the building. Most services, we will only man the primary door on the Northeast side. On special occasions, i.e., Easter, Christmas, both doors will be manned.

Make a good first impression, especially to those who may be first time guests. It is suggested that one greeter locate themselves outside the door and the other on the inside.

If positioned on the inside, monitor people approaching to see if they may need any assistance opening the doors. If raining, umbrellas are located in the main office for use. Greeters assist people, as necessary.

Greet the people with a smile; say something to the children, if accompanying adults.

Use good judgment to determine whether to shake their hand. You may feel that a verbal greeting will suffice. Some people don't like to be touched.

If you don't recognize the people entering, state who you are, and that you have never had the privilege of meeting them or possibly have forgotten them, if you have met them previously. Introduce new people to the Lead Usher, if possible.

A greeter may have to temporarily leave their position at the door to escort the person(s). If time permits, the greeter can explain some things about the church to new guests, i.e., location of restrooms, coat racks, nursery, café, sanctuary, etc.

The greeter may identify a new person(s) and take them to the guest team table where, if willing, to fill out a guest info card on the spot or after the service. If after the service, the guest team member should ask if they had an opportunity to sign the pew sign-in book. Also, the greeter is responsible for the guest team table prior to the 9am service. We want to ensure new guests receive a welcoming gift bag with information about New Hope.

Greeters are relieved of their duties at the beginning time of each church service, unless a flow of people are still arriving. Use good judgment.