

Worship Servant Guide: Ushers and Greeters

Ushers and greeters help to prepare the worship space, welcome people as they arrive and help people throughout the service as needed. Often ushers and greeters are the first people that parishioners and guests encounter when they attend worship, so they are a vital part of people experiencing a sense of God's wide welcome and hospitality here at Good Soil. Because of that, please make intentional effort to be warm, friendly, and inviting. Your ministry makes a difference, thank you!

Before Worship:

- ❖ **Please arrive at least 20 minutes before worship.** Turn on all lights (hallways, bathrooms, sanctuary, etc.) if not already on.
- ❖ During the summer: open windows in the sanctuary, open the Hillard Blvd doors in the back of the sanctuary, and turn on extra fans. During the winter: ensure that snow/ice has been cleared/salted in front of parking lot entrance by the Sexton. If not, call Gary Smith (Sexton) at 440-941-3346 to request that be done before worship.
- ❖ GREETER stands at the bottom of the stairs at the parking lot entrance, welcomes people as they arrive, **hands them a bulletin, children's bulletin and any other handouts for that day.** They also assist people in the following ways:
 - Assist those who may need help operating the chair lift (instructions on wall).
 - Tell guests/people you don't recognize that worship is upstairs and to the right, and restrooms are at the top of the stairs.
 - Let guest families with children know where the nursery and cry rooms are if needed, but that children are welcome in worship and Sunday School (during worship and as well as after worship during the program year).
 - Check parking lot for people who may need assistance.
 - During the summer: remain at the bottom of the stairs until 9:35am. Then, grab a few bulletins and make your way to the back of the sanctuary to greet any late-comers that may arrive through the back doors (Hilliard Blvd entrance).
 - During the winter: remain at the bottom of the stairs to greet any late-comers until 9:35am or as you hear the Gathering Hymn beginning.
- ❖ USHER stands at the sanctuary entrance and greets people again:
 - Be especially attentive to guests and people you don't recognize.
 - When you see someone you don't recognize, please say, **"Welcome to Good Soil, my name is _____ . Have you received one of these welcome bags before?"**
 - If yes: "Welcome back! Have you already filled out one of these connection cards too? Great, glad to meet you. Hope worship is meaningful...etc."
 - If no: **give guests a Good Soil Swag Bag and a connection card.** Ask them to fill out the card so we can thank them for worshipping with us. They can put it in the offering plate or hand it back to you after service.
 - If you can see that someone has hearing aids, share that Good Soil has hearing assistance devices available. The devices are located in a white basket on the near the sanctuary doors. Briefly show them the power button and explain how the black earpiece rests on the ear.
 - Make copies of additional bulletins using the copier room computer, if needed.

During Worship:

- ❖ Sit near the front of the sanctuary doors to welcome in those who may be coming in late, make warm eye contact with them/smile, invite them into the space, and make sure they have a bulletin/worship materials. Also, keep an eye out for anyone who may need assistance during the service.
- ❖ **Count the number of participants in worship**—including those who arrive late, the pastor, Sunday School teachers, and infants. *Please do so discretely.* Some find that walking to the back of the sanctuary to do this during the Gathering Hymn works well.
- ❖ During the program year: after the children’s sermon, please quickly close the sanctuary doors after the children exit (door stop located at the base of the doors) before pastor begins the sermon. This is to limit noise from Sunday School. During the summer months or Sundays without Sunday School the doors can remain open.
- ❖ Intentionally pass the peace with guests, anyone you don’t recognize, and/or anyone whose name you can’t remember or don’t know.
- ❖ At communion, **please wait** until *after* the communion instructions have been given by the pastor and they say, **“you may be seated.”** Then take places to assist with communion.
- ❖ GREETER serves as communion assistant with the pastor:
 - Come up to the altar, you will be served communion first.
 - Leave some space after the pastor when distributing elements. 3 feet (or 3 people when kneeling) is a good general rule.
 - Hold the wine/grape juice tray and say, “The blood of Christ shed for you.” Allow parishioners to take the glass from the tray
 - However, proactively hand the communion cup to our parishioners who are blind—Shawn and Laura O’Neil and Allan Wylie—all 3 receive grape juice.
 - Follow the pastor to commune anyone in their seat who did not commune yet.
 - Come up to the altar area to commune the pastor afterwards.
- ❖ USHER indicates when people can process up for communion, row by row:
 - Invite folks from the front of the sanctuary to the back, both sides at a time. **Invite them to stand up as the greeter is taking communion (no need to wait).**
 - Please notify the pastor if someone needs to commune from their seat.
 - Join the end of the line to commune at the end of the assembly.
- ❖ During the program year: open the sanctuary doors back up again when you see the acolyte coming forward to extinguish the candles (during the Sending Hymn).

After Worship:

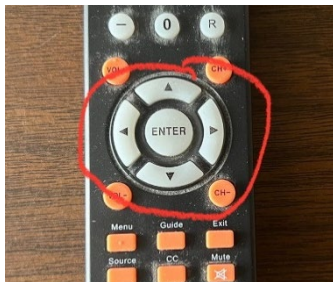
- ❖ Ensure that guests have received a “swag bag” and connection card.
- ❖ Submit worship attendance number to church admin (written on piece of paper).
- ❖ Walk through the pews to replenish offering envelopes, pick up trash/bulletins left behind, tidy the playground area, etc. so the worship space is hospitable for our Hungarian siblings in Christ who worship after Good Soil at noon.
- ❖ Turn off all lights & close the windows and back door in sanctuary (if opened). Thank you!

TV announcements in Parking Lot entranceway:

We've put up a small TV screen in the entranceway, and we'd like to start displaying the announcements there on Sundays. We'd like to ask you to take care of getting it started on Sunday mornings. Here are instructions on how to do so!



1. On the TV remote, press the red power button in the top left corner. The TV's logo will appear, and after a few seconds a screen will pop up.



2. Using the arrow keys in the center of the remote, move over one to the right to Media. Press the enter button to select it.



3. A numbered list will appear. Scroll down using the arrow keys to the one named "1.jpg". The USB stick we use to upload the slides to the TV does not keep them in order, so it may not be the first option.

4. Once "1.jpg" is highlighted, press the enter button to select it.



5. A small menu will pop up. Using the down arrow key, scroll down to highlight "slideshow." It will be the third option.

6. **Press the enter button again to select**, and the slideshow will start. The TV will cycle through the slides on its own, so there's no need to do anything else!



7. After the service, all you need to do is hit the power button on the remote to turn it off!

Let us know if you have any questions! Thank you for your ministry!