



Edify Church

Boston

USHERS & GREETERS

EXPERIENCE

TEAM

VOLUNTEER HANDBOOK

Thank you for your willingness to serve the Pastors and members of **Edify Church!**

As you begin working in the ministry, you will readily notice that our church and our church body have many needs. From helping the elderly to their seats, sharing a kind word and handshake with a visitor, working to bring order and structure to a service or helping in an emergency, there are many valuable ways to serve in this ministry. These are high visibility positions, and you will be acting as an ambassador. Many times, you will be the first and only impression that people have of our church! Our goal is simple and direct:

Make people feel welcome at our church!

This guide will help to give you some direction as you work in this ministry. To get started we need to complete a few things:

- Attend a short training and orientation class. Classes are offered quarterly. At the class, we walk through this guide and show you the basics of how to work each position.
- Pray that the Lord prepares your heart to serve. This ministry is a wonderful way to touch the lives of people. Pray that your part in the ministry will be effective and fruitful.

The procedures in this manual should be used in accordance with the Ministry Volunteer Handbook. This is a detailed guide of procedures for this ministry.

Finally, and importantly, the Experience Team is a vital part of our church. We would love to have you join us but realize that we need your total commitment!

In the Spirit of Excellence,

Pastors Eric & Britnee

“Therefore, my dear brothers, stand firm. Let nothing move you. Always give yourselves fully to the work of the Lord, because you know that your labor in the Lord is not in vain.”

1 Corinthians 15:58

MISSION STATEMENT

The purpose of this ministry is as we stand before God at the doors of the sanctuary, we are to greet people as they enter through the doors as unto God. To show and let them feel the warmth, love and comfort as we welcome them into the place of worship.

PURPOSE

The purpose of the Ushers and Greeters Ministry is to provide an enthusiastic, positive, spiritual and friendly welcome to each person entering Edify Church before every worship service and special events. The Ministry is committed to help make every worship service experience, positive and spiritually up-lifting for everyone, every time.

Greeters are the first people a new visitor makes contact with when coming to Edify. They are the beginning of the church's assimilation ministry which is designed to attract and keep members for the long term. Because they deal with new people, they are also evangelists for our church.

Greeters smile and put on a friendly face to welcome everyone to Edify. They strive to make sure everyone is greeted as they walk in the door and answer any questions they may have.

The activities of this ministry shall therefore be designed to be supportive and sensitive to the needs of the church and the congregation by assisting our Pastors, leaders and other ministries as needed. Our services are required before, during and after each worship service as needed. We must have a willingness to learn and serve effectively in the welcoming ministry.

The services rendered by the Experience Team “Ushers & Greeters” are to:

- Welcome each person entering for worship in a friendly, spiritual manner. Try to know members by their name.
- Provide assistance, information and direction to our members and guests,.
- Support the vision and mission of the church.
- Seat each member and visitor as required in the sanctuary. Remembering to always seat from the front to the back.

Ushers and Greeters are servants to of the Pastors, church staff, and the congregation. They are there to help meet any needs so the "church worship experience" can be worshipful and without distractions.

Being an Usher or Greeter is an important ministry. We are the first official representative of Jesus Christ seen by members, visitors and new guests at Edify Church. Our actions can be a positive or negative one form the worship of others.

The Ushers & Greeters watches over the congregation in order to anticipate any needs and prevent disruptions. We must remember that church services are often a means of spiritual life or spiritual and death situations for some who are in attendance. Distractions could keep them from receiving what God has for them. "Everything should be done in a fitting and orderly way with a "Spirit of Excellence".

Requirements for Ushers and Greeters

- Promptness
- Neat personal appearance
- Friendly and courteous.
- This is **not** a time to socialize; you are serving at this time.
- Be familiar with the facilities (classrooms, restrooms, exits)
- If possible, greet members by their names.
- Be gracious and courteous in your words. Examples:
 - Don't say "**You can't go in now**" Say instead "**We will seat you in just a moment**"
 - Don't say "**You can't stand here in everybody's way**" Say instead "**Would you like to stand over here where people will not interfere with your conversation**"

The importance of being visitor sensitive: How do you feel when you enter a place that is unfamiliar to you? Insecure, self-conscious, alone? Perhaps you feel that everyone is looking at you. That's the way some visitors feel when they meet you at the church door. What do you need at a time like that? A warm welcome, a friendly smile, or just the simple reassurance that we're glad to see you.

Col 3:23-24 (NIV): *Whatever you do, work at it with all your heart, as working for the Lord, not for men, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.*

WHAT ARE USHERS AND GREETERS

1. **Prepare yourself spiritually.** Pray. You are involved in a ministry and must be undertaken with that understanding.
2. **Prepare yourself physically.** Be well groomed. Be aware of offensive breath. Avoid heavy perfume or aftershave. **Be on time.** Gather for prayer at 10 AM on Sunday mornings and be in your assigned position at the appropriate time.
3. **Remember that you are the Pastor's Assistant.** Ushers and Greeters are an extension of the ministry of Edify Church.
4. **Be friendly.** It takes 72 muscles to frown and only 14 to smile. Pay attention by keeping eye contact with each other. Wear your lanyard.
5. **Follow the approved guidelines.** Make sure you are familiar with the guidelines
6. **Stay at your position.** Visitors and regular members often arrive early or late, be ready to serve them.
7. **Always be positive.** Don't say "You're late! You can't go in now" Do say "I will be happy to seat you in a moment" Know where the vacant seats are.
8. **Announce Arrivals.** As members and guest enter the door, please announce "Family of four arriving"
9. **Seat the congregation carefully.** Usher members to their seats, get to know where member like to be seated. Avoid seating visitors in the front row of seats. Seat young families with children near an exit.
10. **Pay attention:** As the Pastor is teaching, pay attention, as someone in the congregation may need some assistance. Keep your eyes up for people going to the restrooms.
11. **Follow up after service:** Greeters must return to your position at the exit doors, thank members for coming. Assist in any way you can help.

SCHEDULING

Schedules will be prepared in advance for the current month. Each month's schedule will be posted digitally and a hard copy can be provided by your leader. You and the Department Leader will discuss and decide which services and shifts that you will serve at and the frequency of service.

- Report for service at the assigned time scheduled by the leader.
- Stay until the end of your assigned time unless approved by leader.
- Contact your Department Leader to schedule vacations, changes or absences.
- Contact your Department Leader at least 24 hours before your scheduled service if you are going to be absent.

From time to time, your leader will schedule department meetings. It's to your advantage to be at these meetings. They give you and your fellow volunteers a chance to receive information on church events, to review problems and possible solutions, and to make suggestions about your department or your job. ***Attendance at Department Meetings is mandatory (Please plan accordingly)

TRAINING

All training will be conducted quarterly. We will cover the duties and responsibilities of each post. We will walk through collecting the offering, seating the congregation, greeters serving the members and guests inside the sanctuary, handling members and guest when they are in the spirit. We will discuss future events and any questions or concerns.

DRESS CODE

Personal appearance is often the first impression made on guests who visit the River of Life Christian Center. We must come dressed well at all time. The dress code for the Month are as follows:

- **1st Sunday** - Black & White w/ lanyard (Business casual)
- **2nd Sunday** - Church Polo, Black bottoms w/ lanyard
- **3rd Sunday** - Church Polo, Black bottoms w/ lanyard
- **4th Sunday** – Church Merch or Church Polo w/ lanyard

GREETER OPENING/CLOSING CHECKLIST

✓	TIME	TASK	NOTES
	10am	<input type="checkbox"/> Pray with team <ul style="list-style-type: none"> • Get radio & headset & Lanyard 	
	10:05am-10:30am	Café Set Up <ul style="list-style-type: none"> <input type="checkbox"/> Pick up doughnuts from Dunkin <input type="checkbox"/> Café cleanliness check <ul style="list-style-type: none"> • Floors, counters & chairs <input type="checkbox"/> Set up coffee & water <input type="checkbox"/> Stock condiments <ul style="list-style-type: none"> • Sugars • Creamer <input type="checkbox"/> Stock utensils <ul style="list-style-type: none"> • Coffee cups, stirrers & lids • Napkins <input type="checkbox"/> Set up food <ul style="list-style-type: none"> • Place utensils (tongs) <input type="checkbox"/> Bathroom Cleanliness Check <ul style="list-style-type: none"> • Sink, toilet & floors • Tissue & Paper Towels • Soap • Trash Lobby Needs <ul style="list-style-type: none"> <input type="checkbox"/> Fill mints 	
	10:30am-11:15am	<input type="checkbox"/> Greet guest in main floor lobby <ul style="list-style-type: none"> • Radio to Ushers on guest heading down 	
	After Service	<input type="checkbox"/> Café Breakdown & Clean Up <ul style="list-style-type: none"> • Empty & clean coffee maker/pot • Clean coffee station & sink counter • Dispose of coffee & foods • Refill water in refrigerator • Clean serving utensils • Wipe down counters • Sweep café area <input type="checkbox"/> Inventory Café needs for next service	

USHER OPENING /CLOSING CHECKLIST

✓	TIME	TASK	NOTES
	10am	<input type="checkbox"/> Pray with team <ul style="list-style-type: none"> • Get radio & headset & Lanyard 	
	10:05am-10:30am	<p>Upstairs Lobby Set Up</p> <ul style="list-style-type: none"> <input type="checkbox"/> Place A-sign outside <input type="checkbox"/> Set up Flag outside <input type="checkbox"/> Place Cone to hold parking for Pastors <input type="checkbox"/> Clear or sweep outside door entry <input type="checkbox"/> Sweep or vacuum main entryway (inside) <input type="checkbox"/> Clean door glass <input type="checkbox"/> Check elevator cleanliness <p>Sanctuary Check</p> <ul style="list-style-type: none"> <input type="checkbox"/> (2) Vacuum Foyer & Lobby rugs (if necessary) <input type="checkbox"/> Straighten sanctuary chairs (follow floor guides) <input type="checkbox"/> Sanctuary cleanliness check <ul style="list-style-type: none"> • Floors • Trash <p>Station Set Up (@ Service Stations)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Stock for offering <ul style="list-style-type: none"> • Offering basket, envelopes & pens <input type="checkbox"/> Tissue <input type="checkbox"/> Fans (as needed) <input type="checkbox"/> Guest Bags <input type="checkbox"/> Altar covers 	
	10:30am-	<input type="checkbox"/> Greet & seat in sanctuary	
	After Service	<ul style="list-style-type: none"> <input type="checkbox"/> Sanctuary Check <ul style="list-style-type: none"> • Straighten sanctuary chairs (follow floor guides) • Sanctuary cleanliness check <input type="checkbox"/> Bathroom Cleanliness Check <input type="checkbox"/> Upstairs Lobby Break Down <ul style="list-style-type: none"> • Bring in A-sign • Bring in Flag • Bring in cone <input type="checkbox"/> Empty all trash receptacles 	



“Experience Team” Usher and Greeter Handbook Acknowledgement Receipt

Attestation:

The content, requirements, and expectations within the attached **Edify Church “Experience Team” Usher and Greeter Handbook** have been verbally presented to me. Additionally, I have read the manual carefully and in its entirety, and agree to abide by all guidelines established therein. Additional policies and information may be implemented by **Edify Church** at any given time. The Manual does not serve as an agreement or guarantee as my service is voluntary. I recognize that I am an “at-will” minister or leader and I or **Edify Church** can terminate my service at any time for any reason with or without notice, regardless of my length of service. The status of my “at-will” service can only be changed through written agreement of me and the Director of Helps Ministries or Pastors. No employee, minister, leader, volunteer or other representative of **Edify Church** can make any promises, oral agreements or statements, or representations that are inconsistent with this Acknowledgment. I understand that should I have any question(s), to consult my immediate leader.

Signature of this form shall validate the above attestation regarding attached **Edify Church “Experience Team” Usher and Greeter Handbook**. Upon signature, please submit to your Department Leader.

Name of Ministry: _____
(Please Print Clearly)

Volunteer Signature: _____

Volunteer Name: _____
(Please Print Clearly)

Date: _____

Dept. Leader Signature:
