



First Impressions

Hospitality/Ushers/Greeters

A first impression @ New Cumberland 1st Church of God

The First New Contact, Repeat Visitor, Member

The Usher



I. So what is an usher?

The role of a church usher is to help our first time guests, repeat visitors and members experience the joy and sacredness of our worship service.

Church ushers should practice all the same hospitality practices of church greeters, here at New Cumberland 1st Church of God. They should also understand how they contribute to the overall experience at the worship service.

II. Hospitality

The art of hospitality includes proper locations for greeters to make people feel welcome. So where are these locations? Here at our church we have multiple entrances and exits. At this time, our front doors are locked. Our parking lot is in the rear of the building, a handicapped ramp is in the front of the building, there are two side and rear entrances on 4th Street, so you can readily see we have challenges. Outside and inside are important. Greeters typically are in the parking lot, at the entrances, at a visitors center, at the coffee bar, in the general area of the worship service. Why so many places? We have an old building. All of these areas will need to be further addressed by the Worship and Outreach Committee. Until any changes are made, you will need to be aware of our present situation—discussion follows under Duties below.

The visitors want to fit in, feel comfortable and welcomed to be here. There is nothing worse than a visitor feeling like an intruder. The usher must make those persons feel good to be in a friendly place, over the top service is not enough. Show them how to get to places like parking, bathrooms, children's areas if needed, Sunday School classes, the worship area, coffee area, parlor, etc.

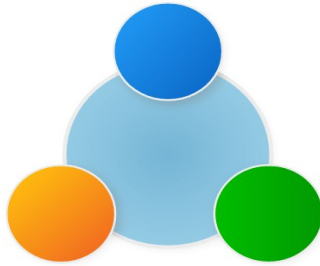
III. Greeters

Greeters are representatives of the church and are more than just themselves. They are the first impression, the style, and spirit in human form, of the church. Their role is one of strategy, a smile, professional, consistency, and appearance. They need to be at church early so if a person arrives earlier than expected, there is someone to help them. As strange as it may sound, the greeter meets the customers of the church, and customers are always right in business. Their expressions should be of blessings, loving as if the Holy Spirit is speaking through them. The Holy Spirit does speak through all of us and the greeters need to be aware of the impact this can make as a representative of our church. Give every person the same warm treatment, do not add to their burden.

Contributing to the overall experience

A church usher is part of the hospitality system at your church. A church usher is one of the faces of the experience. A greeter is one who lifts the spirit of others.

Contributing factors tie the church to newcomers, repeat visitors and members.



The Church/Newcomer/Repeat Visitor/Member



Bringing us together.....>>>>>.

I am The Way The Truth and The Life

Smile .



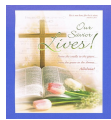
Make Eye Contact



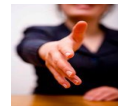
Take Initiative and Greet them



Offer a bulletin



Use Personal Warmth like you expected them



Indicate you have not met them yet I'm your name!



If they are new offer to show them where the restrooms are and offer information

about childcare if necessary.



Duties

1. In Advance

- a. Become familiar with the church building, to include entrances, exits, bathrooms, first aid kits, light switches, nursery, child care areas, security, and general conditions.

2. Discussion on Entrances—must be attended

- a. Front Doors: Presently locked.
- b. Front side Ramp and Entrance: Needs an usher until service begins. Be ready to provide assistance to visitors or members, as needed. Parking is on the streets (4th and Reno), in the rear of the building, or down at the bank lot on Bridge Street.
- c. Side Door Reno Avenue – Due to the inside step down, this can be a fall hazard.
- d. Rear Door-- Impact area most people come inside at this location. Should consider having a parking lot attendant and a doorkeeper to make the best impression on new visitors, repeat visitors and members.
- e. By having doorkeepers, we also help address security.

3. Arrival

- a. Be at church 15 minutes ahead of each service. Have available bulletins, and other items that a person may need to read or have for the service.

4. Security

- a. The leader will station ushers/greeters at specific locations for specific purposes. This includes a smile at each entrance, but with an awareness of safety. If it doesn't feel right it probably isn't right. If you see something, say something. Open the door for people, smile but be aware of your surroundings. If your leader is not available or it appears no one knows what to do with a threatening situation, attempt to get a 911 call made.

5. Dress

- a. Approach your appearance with respect for the Lord's House. We have no dress code, but govern yourselves with respect of others, you are the first minister of the church that people see. What would you want to see when you enter a location?

6. Greeting/Hospitality

- a. Approach people with loving kindness, bound by the Holy Spirit, drawn to providing a spiritual experience, one of good cheer, happiness, loving, caring, not in a loud voice; rather, in a soft to medium voice. This is the first impression you will make on people as a minister of this worship experience. Assist people to bathrooms or nursery, etc. rather than pointing to the location.

7. Seating

- a. We do not usher people to their seats, but if they appear lost or appear to need assistance, guide them on seating, as the situation fits the need.

1.8. Offering

- a. Be ready to take up the offering on direction from the lead person. This usually takes place after the sermon/messages.

9. Emergencies

- a. If a person is ill and cannot be readily helped, talk to family or friends about the situation, but without delay dial 911. If a person becomes ill and is aware of their surroundings talk to them to see what is needed. Do not administer medicine. This is only allowed by family or by a nurse or doctor that may be in the house. Ask aloud for a doctor or nurse, if needed. Dialing 911 is always the fail safe thing to do, because we are not professionals in the medical field, unless you are truly a doctor or a nurse. If a person trained to use the AED is present, it's located in the hallway behind the sanctuary.
- b. If a person needs a place to sit privately, ask another person to assist you in taking them to the parlor in the rear of the building and offer the assisting party a telephone or a 911 call, as needed.

10. Other Situations

- a. It is likely that not every situation can be addressed here. The basics are covered, but as time passes and new things occur or old things are stopped or changed, this document will be updated. It is recommended that your leader obtain needs from you and they are passed along to the Worship and Outreach Committee.