



# CROSSROADS

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INTERNATIONAL HOUSE OF WORSHIP

Usher   
&  
Greeter   
MINISTRY



*Manual*

*Heavenly Father, we thank you for those who have been called to the ministry of welcoming and directing people into the worship services of CrossRoads International House of Worship. May each usher or greeter enter into this time of service with sincere devotion and great joy and a clear appreciation of the importance of the task.  
In the name of Jesus Christ.*

*AMEN.*

# The Usher and Greeter's Manual

## INTRODUCTION

Ushers and greeters are an essential part of the worship team for Sundays and other events. They are one of the "first contacts" for many people who come on Sunday. The number one question visitors want answered is, "Is this a friendly and welcoming congregation?" They start forming their answer based in large part on how welcoming and helpful these official representatives of the church are. Greeters and Ushers are like the fruit of the Spirit. The Bible tells us:

"But the fruit of the Spirit is love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self-control; against such things there is no law." Galatians 5:22-23

Greeters and ushers serve visitors, guests, and church family alike, helping each person to find a place that meets their needs, offering a program, a friendly hug, and a warm welcome, but most importantly, guarding the presence of God in service by keeping order and exemplifying the fruit of the Spirit to everyone that enters the doors.

Your support is vital to the smooth flow of our worship services, and we appreciate your commitment to this important ministry. Please see this ministry as one of welcoming people into God's house of worship.

Thank you all for your ministry.

## **An excellent Usher/Greeter is:**

**"The Church":** When people walk into a church for the first time the individual that greets them is, to them, the church. The opinions they are forming of the particular individual who is helping them are the opinions they are forming of the church.

**"A Servant":** We put ourselves in the position of an attendee. Instead of putting others in their place we put ourselves in their place.

**"A Watchman":** We watch over the church like a mother hen. We anticipate problems as they come up. We watch for disturbances and quiet them in the quickest most diplomatic way possible.

**"Salt":** Silent, inconspicuous and sometimes completely unnoticed, but is there in a powerful and useful way.

**"City on a Hill":** Landmarks to churchgoers who learn to depend upon them

**"Lamp on a Stand":** Brings warmth and welcome to all.

# GENERAL INFORMATION

## AN ACTIVE, AGGRESSIVE USHER/GREETER SHOULD ACCOMPLISH THE FOLLOWING...

- Greeting each and every person entering the Building
- Assisting people to their destination
- Making sure they have pertinent information cards
- Preparing for worship
- Maintaining order and well-being of church and worshippers
- Acting as host for God (friendliness, cheerfulness, courteousness)
  1. Host is one who serves
  2. Welcoming and meeting needs of worshippers
- Work of evangelism
- Work of Public Relations
  1. People's impressions are lasting
  2. Good rapport with worshippers

## ATTITUDES OF USHERS

- Desire to help, serve, and assist (willing and enthusiastic)

## GENERAL JOB DESCRIPTION OF USHERS

### Responsibility and Accountability

- Be there when assigned
- Contact the head usher/greeter or Deacon Elect Bell if you are unable to serve on your assigned Sunday

- Get to know worshippers by name
- Get to know the facility we call "the church"
- Work together as a team
- Dress neatly and professionally with good grooming, i.e. (refer to the Usher/Greeter schedule for colors)
  1. Men - Collared shirt and tie w/jacket preferable (June-August tie/jacket optional), no shorts
  2. Women- Dress or suit jacket and skirt, or appropriate slacks with blouse (no open toe sandals)
- See church through the eyes of first time visitors
  1. Have a grasp of the flow of worship
- Make worship a pleasant, comfortable, no-hassle experience

## **PREPARING FOR WORSHIP SERVICE**

- Please arrive 20-25 minutes prior to the beginning of worship to make sure everything is in order for the service.
- Prepare yourself spiritually before beginning your duties.
- Walk through the church to make sure it is free from any hazards.
- Wear your usher's name tag.
- Be on the spot to take care of any things that may arise during the course of the worship service.
- Ensure that all items needed for service are available:
  1. Offering Baskets
  2. Kleenex
  3. Etc.
- Prepare any other materials to be distributed (if there are any).
- Be prepared to assist people if they look as if they have a question or are hesitant.

## **FUNCTIONS OF USHERS DURING WORSHIP TIME**

- Welcome everyone --TOP PRIORITY
- Please ensure that each visitor receives a visitor's card.
- DO NOT seat latecomers during prayer. Ask them to wait. Know where the empty seats are. (*People may be seated after the prayer and/or reading of scripture.*)
- For overflow seating, have extra chairs in reserve in the back prior to the beginning of the service.
- Always be one or two steps ahead of the order of worship to anticipate what is coming and where you will be needed.
- Be aware of the temperature of the room in case the thermostat may need adjusting.
- Be alert to what is going on i.e., sick worshipper, noise from open doors, phone ringing, crying toddler, etc.
- Do not move around unnecessarily, this is very distracting to other worshippers and the Pastor.
- Remember to also serve as hall monitor.
- Any messages for the pastor should be written and delivered during appropriate time.

## **RECEIVING THE OFFERING --**

In our Church, receiving the offering is but one of the many responsibilities of our ushers.

- A minimum of Four Ushers is required and will receive the offering with two in the center aisle and one each in the outer center aisles. This may change as needed.
- Ushers should be standing at the center aisle with offering plate in hand before the announcement by the pastor for the offering. Have envelopes available.
- Offering should be taken with as little confusion and fuss and as quickly as possible.
- Ushers will proceed together down the center aisle and stand in front for the offertory prayer.
- The offerings from the individual offering baskets will be consolidated into one offering basket *QUIETLY* and taken to the appropriate place for counting.

## **USHER'S RESPONSIBILITIES TO CARRY OUT FOLLOWING WORSHIP**

- The usher and greeters aren't finished until worshippers have left. Let's make sure everyone receives a warm farewell and thanks for worshipping with us.
- Remove and throw away any trash, papers etc. left behind.
- On Communion Sunday, all communion cups should be removed and disposed of.

## **JOB DESCRIPTIONS (Duties and Responsibilities)**

### **A. Usher/Greeter Coordinator**

1. Works with the Head Usher/Greeter of each service to oversee and direct the operation of ushers.
2. Work with the Pastor and/or Deacon on assigning usher teams and the placement of ushers.
3. Cultivate and enlist new ushers.
4. Train new ushers concerning specific guidelines and responsibilities.

### **B. Head Usher/Greeter**

1. Oversees and direct operations of usher/greeters during your assigned time frame.
2. Contact ushers/greeters as often as needed to make sure they are available for ushering/greeting during your assigned period.
3. Make usher/greeter substitutions when necessary.
4. Responsible to see that ushers/greeters do their jobs and all duties are carried out.

## **SUBSTITUTES**

If you cannot usher or greet on the day you are scheduled, it is your responsibility to contact Deacon Elect Bell or the Head Usher/Greeter to arrange for a substitute.