

# Ushers' & Greeters' Guide to Everything About Everything

June 9

# 2013

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Use this manual as a reference guide. Remember that although there are a lot of “ins-and-outs” to helping a service run smoothly your most important job is to take care of people. If you are doing that, you are doing the right thing. :-)



# 8:00am Service

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If you are unable to usher when scheduled, please find a substitute and notify the office (793-9575). (If the call goes to voicemail, leave a message for Kelsey, ext 110.)

## Before the Service Begins

1. Ushers should arrive **30 minutes** before the service. Be prepared to receive special instructions from the presiding clergy.
2. **Put on name tag.**
3. **Turn on the lights:**
  - a. Community Room – light switches by stairway to offices
  - b. Church – main light circuit breakers #1-10 in Sacristy by clock; the switch for the wall sconces is on the wall next to the Sacristy sink
  - c. Hancock and Michigan Entrance Vestibules – switches in vestibules
  - d. Altar lights (both sides) – switches in vestibules
4. **Turn on ceiling church ceiling fans** – switch is a circular rheostat located above the light switch panel in the Sacristy
5. **Turn on sound system** – power button
6. **Unlock outside entry doors:**
  - a. Church – Hancock and Michigan vestibule entries (These have two locks. One lock is operated by buttons on the side of the door; the second is a deal bolt.)
  - b. Community Room – Main Entrance (all four doors) and Hancock St. The Main Entrance doors use a hex key, which is hanging on the side of the “Push to Open” box to the right of the entrance.
  - c. *Exception* – The Garden Room/Chapel entrance and the kitchen entrance should remain locked.
7. **Check the Thermostats** (when heat is required)
  - a. North church thermostat (under organ pipes, Hancock side) - 66°
  - b. South church thermostat (near Sacristy door, Court Street side) - 68°
  - c. Top thermostat in Community Room (left of church entry doors) - 68°  
Note: the bottom thermostat is not functional.
8. General “Housekeeping”
  - a. **Bulletins** – place copies of the bulletins on the stands in the Hancock and Michigan Ave. church entrance vestibules
  - b. Open **windows** in church and Community Room as necessary.

- c. Hang two **"Reserved Parking" handicap signs** on the building outside the kitchen door (one on each hook to the right and left of the door). The signs are hanging on the wall near the kitchen exit. These will remain up until after the 10:30 service.
- d. **Check for obstructions**, such as extreme snow, in the Main Entrance walkway, Hancock Community Room entry, and the steps at both the Michigan and Hancock Church. Brooms, shovels and salt are located in the closet just inside the kitchen entrance and also in the Hancock church entrance vestibule.
- e. Familiarize yourself with the new **handicap lift** so that you can assist those in need of it. Test operation by riding in it.  
Note: The activation switch must be held to operate the lift. The lift should be at the Community Room level as the first people arrive.
- f. **Spot check the pews** for tidiness (stray hymnals or personal belongings left behind)
- g. Place **collection plates, counters and attendance slips** are in the Oblation table in the rear of the church.
- h. Station yourselves both at the entrance of the church and inside the church to **greet members and visitors, assist as needed, and provide service bulletins.**
- i. Five minutes before the service begins, **ring the church bell** approximately 12 times. Use the rope closest to the Hancock street entrance.
- j. After the organ prelude, **ring the gong** to signal the beginning of the service.  
Note: lifting the gong from the table will render a pleasant ring instead of a notable thud.

## During the Service

1. **Greet members and visitors** and give them a service bulletin.
  - a. Do they need any other materials such as a Welcome Card?
  - b. Do they need assistance with the lift?
  - c. Do they have young children? Invite them to attend Sunday School or nursery.
  - d. Introduce guests to staff and clergy.
2. For security reasons, please be sure **one ushers stays in the Community Room until the beginning of the Gospel reading.** This will not only ensure that we are available to help late comers to gracefully enter the service, but will also keep other guests from wondering around the building. At the beginning of the Gospel reading:
  - a. **lock** the Hancock Street Community Room door and the outer Main Entrance doors.

- b. **Hang** a “*The Service is already in progress...*” sign on both entrances. (Signs are located just above the “Push to Open” box to the right of the Main Entrance and hanging on the wall next to the Hancock Street door.
3. **Count** all who are attending the service including the choir, altar party, clergy, and all those in Sunday School or nursery.
  - a. Write the number of the persons attending the service on the attendance form
  - b. Place the completed form in one of the offering plates
  - c. Inform clergy of the total count during the Peace.
4. During the **Offering**:
  - a. After the Offertory Meditation, the ushers collect the offerings and then proceed to the Altar when the Lay Eucharistic Minister or acolyte comes forward to receive the offerings (after the Altar is prepared for Communion.)
  - b. Give the plates to the acolyte or LEM
  - c. Remain at Altar until the Offering is blessed
  - d. After blessing return to your seat
5. **Communion**
  - a. Typically ushers are not needed to release people to communion. If the size of the congregation warrants, ushers need to keep the lines moving. If there are several parishioners yet to receive communion on one side of the aisle and the other side have all received, encourage the remaining parishioners to use both communion rails. When all people in the pews have been released, the ushers then go to receive communion.
  - b. **HOSPITALITY CHECK:** As people enter the church, determine if any would like or need communion brought to them in the pews. If so, alert the priest. As communion is finished at the rail, one usher should stand next to the row in which the communicant is seated – just to alert and direct the priest.

## After the Service

1. **Lock the doors** (Hancock Street and Michigan Avenue outside doors to the church) making sure to *double-lock* the doors. One lock is operated by buttons on the side of the door; the second is a dead bolt. Please check to see that both are locked.  
Note: The old lift entrance door should not have been unlocked, but nevertheless check to make sure it is locked.
2. **Remove the “Service is already in progress...” signs** on the Hancock and Main Entrance doors.
3. **Tidy pews**
4. Have a great day!

# 10:30am Service

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## Before the Service

1. Ushers should arrive **30 minutes** before the service. Be prepared to receive special instructions from the presiding clergy.
2. **Put on name tag.**
3. **Turn on the lights:**
  - a. Community Room – light switches by stairway to offices
  - b. Church – main light circuit breakers #1-10 in Sacristy by clock; the switch for the wall sconces is on the wall next to the Sacristy sink
  - c. Hancock and Michigan Entrance Vestibules – switches in vestibules
  - d. Altar lights (both sides) – switches in vestibules
4. **Turn on ceiling church ceiling fans** – switch is a circular rheostat located above the light switch panel in the Sacristy
5. **Turn on sound system** – power button
6. **Unlock outside entry doors:**
  - a. Church – Hancock and Michigan Ave. vestibule entries (These doors are double locked. One lock is operated by buttons on the side of the door; the second is a dead bolt.)
  - b. Community Room – Main Entrance (all four doors) and Hancock St. The Main Entrance doors use a hex key, which is hanging on the side of the “Push to Open” box to the right of the entrance.
  - c. *Exception* – The Garden Room/Chapel entrance and the kitchen entrance should remain locked.
7. **Check the Thermostats** (when heat is required)
  - a. North church thermostat (under organ pipes, Hancock side) - 66°
  - b. South church thermostat (near Sacristy door, Court Street side) - 68°
  - c. Top thermostat in Community Room (left of church entry doors) - 68°  
Note: the bottom thermostat is not functional.
8. General “Housekeeping”
  - a. **Bulletins** – place copies of the bulletins on the stands in the Hancock and Michigan Ave. church entrance vestibules
  - b. Open **windows** in church and Community Room as necessary.

- c. **Check for obstructions**, such as extreme snow, in the Main Entrance walkway, Hancock Community Room entry, and the steps at both the Michigan and Hancock Church. Brooms, shovels and salt are located in the closet just inside the kitchen entrance and also in the Hancock church entrance vestibule.
- d. Familiarize yourself with the new **handicap lift** so that you can assist those in need of it. Test operation by riding in it.  
Note: The activation switch must be held to operate the lift. The lift should be at the Community Room level as the first people arrive.
- e. **Spot check the pews** for tidiness (stray hymnals or personal belongings left behind)
- f. Place **collection plates, counters and attendance slips** are in the Oblation table in the rear of the church.
- g. Station yourselves both at the entrance of the church and inside the church to **greet members and visitors, assist as needed, and provide service bulletins.**
- h. Five minutes before the service begins, **ring the church bell** approximately 12 times. Use the rope closest to the Hancock street entrance.

## During the Service

1. **Greet members and visitors** and give them a service bulletin.
  - a. Do they need any other materials such as a Welcome Card?
  - b. Do they need assistance with the lift?
  - c. Do they have young children? Invite them to attend Sunday School or nursery.
  - d. Introduce guests to staff and clergy.
2. For security reasons, please be sure **one ushers stays in the Community Room until the beginning of the Gospel reading.** This will not only ensure that we are available to help late comers to gracefully enter the service, but will also keep other guests from wondering around the building. At the beginning of the Gospel reading:
  - a. **lock** the Hancock Street Community Room door and the outer Main Entrance doors.
  - b. **Hang** a "*The Service is already in progress...*" sign on both entrances. (Signs are located just above the "Push to Open" box to the right of the Main Entrance and hanging on the wall next to the Hancock Street door.
3. **Count** all who are attending the service including the choir, altar party, clergy, and all those in Sunday School or nursery.
  - a. Write the number of the persons attending the service on the attendance form
  - b. Place the completed form in one of the offering plates
  - c. Inform clergy of the total count during the Peace.

4. **Collect the offerings** during the choir's singing of the Offertory Anthem. When the Doxology begins the ushers proceed to the Altar. Plates are given to the acolyte or Lay Eucharistic Minister.
5. **Communion:**
  - a. The choir receives communion after the Altar party
  - b. Release people from the pews as needed to keep the lines moving.
  - c. When all people in the pews have been released, the ushers then receive.
  - d. **HOSPITALITY CHECK:** As people enter the church, determine if any would like or need communion brought to them in the pews. If so, alert the priest. As communion is finished at the rail, one usher should stand next to the row in which the communicant is seated – just to alert and direct the priest.

## After the Service

1. **Return counters** to the Sacristy.
2. **Remove the "Reserved Parking" handicap signs** from the parking lot nearest the kitchen.
3. **Lock doors** (the Hancock Street and Michigan Avenue outside vestibule doors to the church), making sure to *double-lock* the doors. One lock is operated by buttons on the side of the door; the second is a dead bolt. Please check to see that both are locked.
4. **Remove the "Service is already in progress..." signs** on the Hancock and Main Entrance doors.
5. Check to see that **ceiling fans are off** in the church (the switch is a circular rheostat located above the light switch panel in the Sacristy.) Close and lock any opened windows.
6. **Turn off all lights**, including the side wall sconces (the switch is on the wall next to the Sacristy sink) and those in the Hancock and Michigan church vestibules.
7. **Tidy pews** (stray bulletins, hymnals or personal belongings).
8. **Check thermostat** and set to:
  - a. North church thermostat (under organ pipes, Hancock side) – 60°
  - b. South church thermostat (near Sacristy door, Court Street side) – 62°
  - c. Top thermostat in Community Room (to left of new church entry doors) – 60°  
Note: bottom thermostat is not functional.
9. Make sure the three doors entering the church from the Community Room by the new lift are shut and latched. (**IMPORTANT: Make sure the latch at the top of the left-most door (closest to Hancock) is fully engaged. Lever must be in the down position.**)
10. Turn the **sound system** off (power button).
11. Have a great day!

# Miscellaneous

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## **Lift Operation**

In case of emergency, the lift emergency tools (hand crank to raise or lower, tool to release the door lock, etc.) are located on the shelf in the closet in the Community Room immediately to the right of the church entrance doors.

## **Automated External Defibrillator (AED)**

In case of medical emergency, the AED is located on the wall next to the stairs to the office area. Instructions are included.

## **First Aid Kit**

There is a first-aid kit located in the kitchen next to the coffee machine that is equipped with Band-Aids and other essentials to treat minor injuries.



# Hospitality

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## Be True to Yourself

Find a way of being welcoming that matches your style. And be aware of the body language other people are using. Some of us like to talk. Others prefer a friendly smile and a simple "Hello." If you are friendly, genuine, and true to yourself than guests can feel free to be friendly, genuine, and true to themselves.

## Someone New is Here – Now What?

There are things everyone can do at ANY time to make someone feel more comfortable.

- Before the service
  - Invite them in
  - Assess their needs
    - Do they have kids?
    - Do they need help using the lift?
  - Introduce yourself
- During the service
  - Model good behavior
  - Pass the peace
  - Let them know we have open communion
  - Hand them a welcome card
- After the service
  - Invite them to coffee hour
  - Introduce them to someone they may have something in common with or Fr. Daniel.

## The Basics are Just That... Basics

How would you want to be treated if you were new? Did you show up late and just want to slip into the service? Help them do that? Say "Here's a bulletin... you can slide in right over there." or "follow me." with a smile. 😊

It's impossible to predict every situation but if you keep your eyes and ears open and put yourself in someone else's shoes with God's help we have no option but to succeed.