USHER/GREETER HANDBOOK

Aloha Church of God
Resources

THE WORK OF THE USHER
   A book by Alvin D. Johnson

DEVELOPING A SUCCESSFUL USHER MINISTRIE
   A training tape by Dr. John C. Maxwell

THE TEN MOST IMPORTANT PEOPLE ON SUNDAY
   A training tape by Dr. John C. Maxwell

MENTORING PEOPLE WHO MEET PEOPLE
   A training tape by Dr. John C. Maxwell

STRUCTURE OF THE USHER MINISTRY
   A WEB page article prepared by Dr. Neil Chadwick

GUIDE TO USHERING
   From the St. Stephanus Lutheran Church WEB pages
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources</td>
<td>2</td>
</tr>
<tr>
<td>Preface</td>
<td>4</td>
</tr>
<tr>
<td>Organization</td>
<td>5</td>
</tr>
<tr>
<td>General Guidelines For The Usher/Greeter Team</td>
<td>5</td>
</tr>
<tr>
<td>An Important Note About Volunteering</td>
<td>5</td>
</tr>
<tr>
<td>Be Ministers of Hospitality and Evangelism</td>
<td>5</td>
</tr>
<tr>
<td>Be Sensitive</td>
<td>5</td>
</tr>
<tr>
<td>Attend Meetings</td>
<td>5</td>
</tr>
<tr>
<td>Attitude of Stewardship</td>
<td>6</td>
</tr>
<tr>
<td>Personal Appearance</td>
<td>6</td>
</tr>
<tr>
<td>Dress Code</td>
<td>6</td>
</tr>
<tr>
<td>An Important Note About Hugging</td>
<td>6</td>
</tr>
<tr>
<td>Name Badges</td>
<td>6</td>
</tr>
<tr>
<td>Usher/Greeter Schedule</td>
<td>7</td>
</tr>
<tr>
<td>The Ten Commandments of Human Relationships</td>
<td>7</td>
</tr>
<tr>
<td>GREETERS</td>
<td>7</td>
</tr>
<tr>
<td>The Greeters at the Main Door</td>
<td>7</td>
</tr>
<tr>
<td>The Greeters at the Information Booth</td>
<td>9</td>
</tr>
<tr>
<td>USHERS</td>
<td>10</td>
</tr>
<tr>
<td>History of ushering</td>
<td>10</td>
</tr>
<tr>
<td>Ushering today</td>
<td>10</td>
</tr>
<tr>
<td>The Head Usher</td>
<td>11</td>
</tr>
<tr>
<td>The Team Captain</td>
<td>11</td>
</tr>
<tr>
<td>The Usher</td>
<td>12</td>
</tr>
<tr>
<td>Usher Instructions</td>
<td>12</td>
</tr>
<tr>
<td>Opening the building and preparing for the arrival of the people</td>
<td>12</td>
</tr>
<tr>
<td>for Sunday school</td>
<td>12</td>
</tr>
<tr>
<td>Prior to the Service</td>
<td>14</td>
</tr>
<tr>
<td>During the Service</td>
<td>15</td>
</tr>
<tr>
<td>Receiving the Offering</td>
<td>15</td>
</tr>
<tr>
<td>Serving Communion</td>
<td>16</td>
</tr>
<tr>
<td>After the Service</td>
<td>19</td>
</tr>
<tr>
<td>Post-Service Duties</td>
<td>19</td>
</tr>
<tr>
<td>Emergency Procedures</td>
<td>20</td>
</tr>
<tr>
<td>Aloha Church of God Floor Plan</td>
<td>21</td>
</tr>
</tbody>
</table>
Preface

*Luke 9:47-48*

Jesus, knowing their thoughts, took a little child and had him stand beside him. Then he said to them, "Whoever welcomes this little child in my name welcomes me; and whoever welcomes me welcomes the one who sent me. For he who is least among you all—he is the greatest.”

In his training tape titled “The Ten Most Important People on Sunday”, Dr. John C. Maxwell states “A visitor is the most important person that attends church on Sunday. His attendance has been motivated by a friend or a deep need. He brings his hurts, questions and apprehensions. He looks for warmth, acceptance and smiles. When he receives those things, he will return. When he returns, he will find God.” Ushers and Greeters (including those that man the information table) follow very closely after the guest as “the most important on Sunday” according to Dr. Maxwell.

At Aloha Church of God, we value the contributions of the men and women who serve as Ushers or Greeters and this handbook has been created to provide guidance for those serving in that ministry.

Don Gillispie
Organization

Our Usher/Greeter program is organized into three teams consisting of four Ushers, three Greeters (two to greet those entering the church and one person to man the information table after service). One of the Ushers has been appointed Team Captain whose responsibility it is to supervise the team in the performance of their duties. The Team Captains report to the Head Usher who in turn reports to the Senior Pastor.

General Guidelines for the Usher/Greeter Team

An Important Note About Volunteering
Greeting and ushering is an important commitment. If you volunteer to be an Usher/Greeter we ask that you commit to serve at least every third month on a regular basis for at least one year. If you feel that your health, work schedule, or family obligations may interfere with keeping a regular schedule, please wait to volunteer until such time as you can make the required commitment. Aloha Church of God has many opportunities for service; we urge you to investigate these as well.

Be Ministers of Hospitality and Evangelism
Ushers and Greeters are "Exhibit A" for guests. Some guests are wary coming to a church and it takes very little to make their first visit their last. If they feel authentically welcomed and helped by the Usher or Greeter, God has one less stumbling block to hurdle in bringing the Gospel to these people. Ushers or Greeters are usually one of the first official representatives of the church that people meet when they arrive. Their dress, attitude, words, demeanor, body language all speak a message to this worshipper. As God's servants to his people, Ushers and Greeters should take care that nothing interferes with the awesome character of this encounter between God and his people at this time and place. Although an Usher or Greeters love should be no stronger than is the love found in the rest of the body of Christ, nevertheless they perform a major role in ensuring that people see and experience that love. In Christ, you have received God's unconditional love, and, in Christ, you are called to extend that same unconditional love to others. The Usher/Greeter ministry is one of the most crucial because it is one of the most visible in the church.

Be Sensitive
When people come to church they are sometimes burdened, sad or discouraged. Each person, regular attendee or newcomer, comes with the hope that the Sabbath will be an experience of uplift and inspiration; a time of renewal and celebration. The skillful Usher or Greeter helps to make this a reality for those in attendance.

Attend Meetings
An Usher or Greeter must be aware of any change in policies and procedure, as well as, assist in the fine-tuning of the ministry. Therefore, whenever possible, they should attend Usher/Greeter meetings and training sessions.
Attitude of Stewardship
The attitude of stewardship can express itself in a number of specific ways, centering upon the idea that the Usher or Greeter is dependable. This person is a part of a team of Ushers and Greeters, a part of the church at worship, and a part of the kingdom of God. Regularity and promptness are virtues that should be cultivated. The Usher or Greeter should be at the appointed location at the appointed time. The Usher or Greeter should be considerate of the worshipers and the other team members, sensing their feelings, aiding in the cultivation of a team sense, and minimizing one’s own convenience. This may mean enduring some personal discomfort in order to aid in providing a comfortable and reverent environment for the worshipers.

Personal Appearance
The Usher or Greeter’s personal appearance should reflect the unobtrusive attributes that were outlined above. Although styles may vary depending on the season, clothing should be clean, neat and conservative. Good grooming, with special attention to the nails, teeth, and hair, is imperative. It hardly seems necessary to warn that precautions should be taken against unpleasant odors from breath or body.

Dress Code
At Aloha Church of God, although we are less formal than some other churches in the area, there is a simple dress code.

- Men should wear slacks and a dress shirt or sweater. (Polo or button down short sleeve shirts are acceptable in the warmer months. (Jackets and a tie are optional but are not necessary especially in the summer heat)
- Ladies should wear modest length dresses or a blouse with a skirt or dress slacks. (Jackets are optional)
- Please no jeans, shorts or sneakers.

On occasion, a more formal (or informal) dress code may be required when the situation warrants it.

An Important Note About Hugging
While most of us enjoy getting hugs from each other, some of us are not as receptive to this. Don’t immediately assume someone wants a hug from you, especially a new-comer. If you are not the hugging type, that’s okay, a hand shake, smile and a warm greeting are really good too. Use your intuition, and leave yourself open to hug and be hugged. Watch body language—you will learn to recognize it when someone wants to hug.

Name Badges
Every Usher and Greeter should have a nametag hanging at the designated location. If you will be performing as an Usher or Greeter, you should put it on when you enter the church and remember to hang it back up as you leave. If you do not have a nametag, let the Head Usher know so that one can be made up for you. Two or three nametags that just say Usher or Greeter will be available to be used until a nametag has been made.
Usher/Greeter Schedule
Usher/Greeter schedules are created or updated at regular intervals by the Head Usher and given to the Church secretary to be published with the “Service Team Schedule. A copy of the Service Team Schedule is posted on the bulletin board next to the upstairs water fountain and is posted on the church web pages under News/Activities. If you are not able to perform your duties at the date and time specified, it is your responsibility to find someone of equal qualification to stand in for you and to notify your Team Captain and the church secretary of the change before Thursday at noon. If you are unable to find someone to stand in for you, let your Team Captain know as soon as possible so that they may assist you.

The Ten Commandments of Human Relationships
1. **Speak to people.** There is nothing as nice as a cheerful word or greeting.
2. **Smile to people.** It takes 72 muscles to frown and only 14 to smile.
3. **Call people by name.** The sweetest music to many ears is the sound of one’s own name.
4. **Be friendly and helpful.** If you would have friends, be friendly.
5. **Be cordial.** Speak and act as though everything you do is pleasurable.
6. **Have a genuine interest in people.** People like to be noticed and appreciated.
7. **Be considerate of the feelings of others.** Try walking in their shoes.
8. **Be generous with praise; be cautious with criticism.** Overcome them with goodness.
9. **Be thoughtful of the opinions of others.** Respect their viewpoints.
10. **Be alert to give service.** What counts most in life is what we do for others.

--- GREETERS ---

The Greeters at the Main Door
When people walk into a church for the first time, the person that greets them may be, to them, the church. The opinions they are forming of the particular people who are helping them may be the opinions they are forming of the church. Those serving in this position should be warm, friendly and outgoing. Following are the responsibilities of those serving in this position:
Prior to the Service:

- Pray before you come to church as a Greeter that God will give you someone to reach for God and Aloha Church of God!
- Greeters should arrive 30 minutes before the service begins. Thus, Greeters arrive for the morning service no later than 9:45 a.m. on Sunday mornings. For other services, the same timeframe applies.
- Put on your nametag, go over the bulletin so that you are familiar with its contents and take your place in the Narthex near the main doors.
- Constantly look for new people. Avoid excessive conversation with your partner; your job is to appear approachable and interested in guests. Look for people who seem to be nervous, unfamiliar to you or are looking around.
- Always take the first step when spotting the guest. If someone seems to be a guest, approach him or her and initiate conversation.
- Try never to leave the front door unattended; ask the unfamiliar person to stand with you near your station.
- Be sensitive. Welcome guests and be prepared to answer any questions they might have. Where is the Nursery/ where do 4 year olds go for class? Etc. (An updated map will be provided for you at the information table), arrange an escort if possible.
- Welcome all guests. Introduce yourself and ask their name and where they live. Take them to the information table and ask them to sign the guest book. If they are VIP guests (COG officials, Pastors, leadership from other churches or other dignitaries), tell the Head Usher so that he/she can pass it along to the pastor PRIOR TO THE SERVICE, if possible.
- Offer printed information. If materials or information is not available to answer their questions, offer to obtain an answer for them. Take their name, phone number and address. Contact the church secretary on Monday, obtain the necessary information and contact the inquirer immediately or have the church secretary mail the material.
- In order to free up Greeters for greeting and to relieve congestion around the front entrance, the Greeters will no longer hand out Bulletins. The Ushers will handle that job as people enter the sanctuary.
- Remain at your station until 10 minutes into the service. Remember: guests sometimes are late because they’ve never been to your church before and they don’t know where to park and where to go.
After the Service:

- After the service the Greeters should immediately seek out people who identified themselves as guests.
  1. Make sure that all of their questions have been satisfactorily answered.
  2. Ask them if they filled out the connection card that is attached to the weekly Worship Folder (Bulletin) and handed it in. If they haven’t, ask them to do it now.
  3. If the church is offering a free gift for first time guests, direct them to the information table to pick up theirs.
  4. Tell them how much we have enjoyed having them with us for the service.
  5. Tell them about any activities we have in the near future and invite them to worship with us again next Sunday.
  6. If the service ended with an alter call and the pastor is not available, take the pastors normal place at the main entrance to greet worshipers as they leave the service.
- Follow-up with information and assistance to anyone who expresses interest in our church.

The Greeters at the Information Table

The Greeters stationed at the information table should have a friendly and approachable personality and must be comfortable interacting with strangers. They should stay current on the activities of the church and maintain up-to-date calendars of upcoming activities easily at hand at the table. They should also be attentive to anyone who seeks information from them and be willing to follow-up when they cannot answer questions. Following are a list of responsibilities for those serving in the information table:

Prior to the Service:

- Arrive at your station at least 15 minutes before the service begins.
- Pull the information table away from the wall and make sure that it is clean and neat. Throw away any outdated material – stock up with up-to-date material.
- Make sure the guest book is available at the information table so that guests may sign it.

During the Service:

- Sit near the back of the sanctuary so that you can slip out of the service approximately 5 minutes prior to the end of the service to man the information table. Watch for when the pastor leaves the pulpit or the final worship songs are being sung. That is a good time to slip out of the service.
After the Service:

- Your responsibility at the information table is to answer questions and assist in general anyone who may need your help.
- Give a warm and friendly greeting – a “How may I help you?” attitude.
- Refer a guest to an escort if necessary. Ask the Team Captain or Head Usher for assistance. Don’t leave your station.
- Remember to smile. It does make a difference!
- Remain at the table until the pastor has left the Narthex and everyone that may need your help has left the area.
- Push the information table back against the wall. Return the guest book to the office and make sure that materials on the information table are displayed neatly before departing.

--- USHERS ---

History of Ushering
In the Old Testament ushers were called "gatekeepers." Their ministry was so important that they were given living quarters at the Temple. According to I Chronicles 9, their duties included the opening of the temple every morning, the care and protection of all the precious vessels, the preparation of certain food items used in ritual sacrifices, and guarding the temple. By the time of Christ, these gatekeepers had become known as the "Temple Guard." They were ordered to arrest Jesus, but according to John 7 they instead became interested in Jesus message. However according to John 18, the temple guards were part of the contingent that arrested Jesus in the Garden of Gethsemane. Early in Christian history, the ushers became "porters" (overseers of the doors). When the church faced persecution, the ushers guarded the doors and took note of those who came and went, always guarding against spies. Later, when Christians could worship in the open, they also rang the bells. Today, ushers are involved with hospitality, worship, and evangelism.

Ushering today
Today, the ministry of ushering is a vital part of our church ministry. Ushers represent the church is a very visible way, and help set the tone in preparation for the worship service, as well as assist with the smooth operation within the service. The foundation of the usher’s preparation, as in any Christian service, is prayer. The work begins, continues and accomplishes its ultimate purpose in prayer. An Usher who has prayerfully thought through the solemn privileges and opportunities of the task will be recognized as a sincere guide and friend. With this in mind, ushers need to come prayed up so that they can be prepared to minister in each and every service.
The Head Usher

The Head Usher serves at the pleasure of the Pastor and should be a person raised up by God whose call to this ministry is recognized by the leadership of the church. The Head Usher should be a long-term attendee in good standing in the church, and have previous church leadership and ushering experience. They should possess the kind of leadership qualities that would edify the ministry of the usher, promote the ministry with the church and establish ushering of the highest standards.

Responsibilities of the Head Usher
1) Communicate often with the Senior Pastor. If possible, a regular meeting should be set up between the Head User and the Senior Pastor to work out issues that need to be addressed.
2) Hold Usher/Greeter organizational meetings as necessary. Provide motivating articles, instruction, demonstration or tapes to continue the Usher/Greeter training.
3) Select candidates to fill vacancies in the Usher/Greeter teams including the Team Captains with prior approval of the Senior Pastor.
4) Assign each Usher/Greeter to a definite schedule and responsibility.
5) Provided the church secretary with a semi-annual Usher/Greeter team schedule.
6) In concert with the Team Captain and other members of the Usher/Greeter team, demonstrate to new ushers and Greeters how to carry out their responsibilities.
7) Maintain the Usher/Greeter cabinet keeping it well stocked with required materials.
8) 25 minutes prior to the service, meet with the Worship Team in the Prayer Chapel to go over the sequence of events for the service. Pass along any special instructions to the duty Team Captain.

The Team Captain

A Team Captain shall be an experienced Usher with leadership qualities and a long-term attendee in good standing in the church. The Team Captain shall head one of three Usher/Greeter teams and be responsible to the Head Usher in practice and directly to the Senior Pastor during his or her assigned service.

Responsibilities of the Team Captain
1) With respect to the Ushers and Greeters, maintaining order and crowd control, the Team Captain is in charge of the service, taking his/her direction and authority from the Pastor.
2) The Team Captain will assign the posts of the ushers on the team to which they are entrusted. In this duty, they will give careful attention to maintaining the same Usher at the same post whenever possible to build up a sense of intimacy between the Usher and worshipers seated in that section.
3) The Team Captain will provide all assistance necessary to the individual ushers to enable them to carry out their assigned duties. This will include making arrangements for the picking up and distributing of the bulletins, song sheets and any other handouts prior to, during and after the service.
4) He will work with the Head Usher in the training of each new Usher or Greeter in the execution of their duties and guide all ushers to ensure the highest standard of performance.
5) He will accumulate all reports and statistics required.
6) He will see to it that the sanctuary is never unattended by an adequate amount of ushers.
7) The Team Captain will be solely responsible for the maintenance of proper temperature control during the service.
8) The Team Captain will provide for the patrolling of the building at random intervals to ensure that proper order and security are maintained. They will handle any breach according to established policy.
9) If the Team Captain finds it impossible to report to their assigned post, they will call another Team Captain to ensure that their post is filled. The Head usher should also be called to be appraised of the situation.

The Usher

An Usher is a recognized man or woman of God who serves the church by enhancing the worship service by the carrying out of their duties. As a representative of the church, the usher should be a regular attendee and adherent in submission to the leadership of the church. The usher provides a friendly, cheerful greeting to all those who pass through their post and maintains order in their assigned section according to established policies.

Ushers Instructions

Although the usher's primary responsibility is to greet people warmly and graciously as they enter the sanctuary to worship, there are many other responsibilities that fall on them before, during and after the service.

Opening the building and preparing for the arrival of the people for Sunday school:

NOTE: Please go through the entire list to make sure everything is done in preparation for the service. Others may have already done some of the pre-service tasks on an "ad hoc" basis.

1. Two members of the assigned usher staff as designated by the Team Captain should arrive at the church 15 minutes prior to the Sunday school hour to unlock and prepare the building for Sunday activities. These two persons should also perform the following duties as follows.
a) Remain available through the Sunday school hour to provide security for the building, assist the Sunday school teachers with gaining access to rooms, dealing with disturbances in their class or problems they may have with the facilities or equipment.

b) Greet newcomers until the regular Greeters arrive. Have guests sign the guest book. Arrange for escorts to their Sunday school classes or seat them in the sanctuary as they wish. Brief the Greeters on what has transpired before they arrived on station.

c) Set the sanctuary heat/air conditioning as follows:
   • Heat=70 degrees (cool weather)
   • A/C=72 degrees (warm weather)

Note: The Heat and AC is preset to the best settings for each season and should not need adjustment. Locking covers have been placed over the thermostats in the Sanctuary and Fellowship Hall. Each Team will know how to obtain the key to make adjustments if necessary.

d) Turn on the overhead fans in the sanctuary. (The controls for the overhead fans in the sanctuary are located behind the trap door on west wall of the narthex. The fan controls on the left correspond to the fan that is nearest the pulpit, center controls to center fan and right controls to fan nearest the narthex)
   • Turn on the power to all fans (push power button in)
   • Press the reverse button for each fan if necessary.
     Warm weather = Blowing down (Normal – not reversed)
     Cool weather = Blowing up (Reversed)
   • Press and hold the fan button for each fan until the proper speed is attained. The fan will beep each time it increases speed. (Normally two beeps is sufficient speed to circulate the air in the sanctuary).

**NOTE:** The fan speed change beeps can be very distracting. Try to make fan speed adjustments when nothing is happening in the sanctuary.
Prior to the Service:

- The rest of the usher team should be on station no later than 15 minutes prior to the service.
- Long before the earliest worshiper has arrived, the ushers should make sure that nothing has been left undone to provide a room that is ready in all respects for the worshipers.

Setting Up The Sanctuary

- Lights: (15 minutes prior to the service)
  1. Turn on all lights for the sanctuary. The switches are located on the west wall of the Narthex near the exit to the school wing.
  2. Check the light intensity controls located inside the trap door near the light switches to make sure they are set to the maximum clockwise rotation.
- Set up the pulpit.
  1. Sealed water container from refrigerator in the kitchen with napkin and plastic glass.
  2. Throat lozenge and cough drop from the Usher/Greeter cabinet.
- Do a walk-through to determine if the sanctuary is ready for worship.
  1. Pick up any items that do not belong in the pews.
  2. All items that belong in the pew racks, such as hymnbooks, Bibles, attendance cards, and pencils, should be arranged tidily and uniformly so that each rack resembles every other.
    NOTE: A jumbled clutter of last week’s leftover bulletins and forgotten handkerchiefs amid hymnbooks sitting in all kinds of random positions reveals slipshod and careless ushering. The Ushers should make sure that, whether it is the pew racks or any other part of the sanctuary, the entire appearance of the room silently says to worshipers that they are both expected and welcome.
- Light the candles (10 minutes prior to the service). Use the lighter located near the candles or inside the right side sliding door in the back of the communion table.

Greeting the Congregation

- Put on your nametag and a big smile!
- Ushers should be stationed so that there is at least one usher at each of the three entrances to the sanctuary. Ushers should not station themselves in the center of the Narthex because this can cause a back-up at the main door to the church.
- Welcome the people as they arrive and hand out the Worship Folder (Bulletin) and song sheets if required.
  Note: Each usher should hand out Worship Folders (Bulletins) and other handouts to only those worshipers that are entering the sanctuary through their assigned entrance. Greeters should not hand out worship materials.
- Ushers should give a warm greeting, calling people by name when possible, and helping them with seating once the Sanctuary begins to fill up. This may include asking people who sit near the aisles to move in toward the center of the section when others come to be seated. Keep aware of where the vacant seats are within the particular section.
• If the sanctuary fills up, praise God, then set some folding chairs up next to the windows in the sanctuary to handle the overflow.
• Remind an adult accompanied by small children that childcare is provided in the Nursery for infants through three years of age. (Rooms 104/106).
• No food or drinks are allowed in the sanctuary. If someone tries to enter with either, kindly pull them aside and remind them of this policy.
• One of the ushers should move to the breezeway door to greet late arrivals when the Greeters take their seat in the sanctuary 10 minutes after the service begins.

**During the Service:**

• The doors to the sanctuary should be closed as the service starts.
• If latecomers arrive during the opening prayers or during a solo, please ask them to wait until that activity is completed before they seat themselves.
• Only duty ushers or others who are serving in an official capacity should be outside the sanctuary during the service. Groups of people and a lot of movement in the Narthex can be distracting for the pastor and worshipers. Possible exceptions are parents with children that are not behaving well in the sanctuary and individuals that are suffering from cold symptoms or other medical problems. Talking in the Narthex during the service should be held to a minimum so that those that have to sit in the Narthex can follow the service.

**Receiving The Offering**

• The offering will normally be received from the front to the rear of the sanctuary.
  1. After the service starts, the Team Captain will prepare for receiving the offering by obtaining the offering plates from the cupboard in the central office and giving one to each of the ushers.
  2. Just prior to receiving the offering, the ushers should line as shown in figure 1 below and wait to be called forward.

  ![Figure 1](image)

  3. **After** hearing the cue "will the ushers please come forward", walk to the front of the sanctuary and wait for the prayer to be completed.
  4. Plates are passed, starting at the front and working back.
5. After all the money and connection cards are collected, the offering plates are taken to the Central Office by two of the users where the offering is separated from the Connection cards. The remaining ushers should remain on duty in the Narthex. The Connection cards are placed in the church secretary’s box and the offering is placed in a Bank bag along with the Sunday School offering, and then placed in the safe by the two ushers. For accountability purposes, there should always be two ushers present while the offering funds are being handled.

6. Special love offerings may also be taken as specified by the Senior Pastor. This offering should be taken in the same manner as prescribed for the regular offering except that it is placed in a different bank bag and marked as a special offering.

• After the offering is received and placed in the safe, two of the usher team should remain in the Narthex and the other two may be seated in the rear of the sanctuary near their post. If you want to sit with your family, please ask them to sit in the rear with you.

• The Team Captain or other usher as designated by the Team Captain should count the number of people attending the service. Everyone, children and adults alike should be included in the count. Don’t forget to count everyone in other parts of the building, i.e. Nursery, Children’s church …etc. The total should be entered in the black notebook that is stored in the central office with the offering plates.

• During the service the two ushers that remain in the Narthex should remain alert to their surroundings. The pastor may ask you to make adjustments to the heating or cooling system, turn on/off the lights or any number of other things that may come up. Your response can have a great affect the flow of the service.

• During the service, one of the ushers stationed in the narthex should make a periodic security check of the building and look in on the Nursery and Children’s church as required to meet the Two Adult Rule of our Child Safety Program. Be alert for any fire or safety hazards or doors that may have been opened during the Sunday school period and take action to remedy the problem.

Serving Communion

When the order of service calls for the serving of communion, it may be served by the pastor at the alter (which is normal) or it may be served to the worshippers in the pews by the users.

• The pastor will normally ask that the elements be held so that everyone can participate at one time.

• The pastor will also hand a plate containing a small number of elements to the Team Captain or Head Usher so that he/she may serve those with limited mobility in the pews or those involved in ministries outside the sanctuary.
**When communion is served at the alter.**

1. Two ushers and the Team Captain as shown in Figure 2, will approach the front of the sanctuary when directed by the Pastor or his designee with the Team Captain leading the way.

![Figure 2](image)

2. The Pastor or other designated person will deliver the elements first to the Team Captain who will immediately serve those in the sanctuary that would have trouble moving to the front to receive the elements, then to those in outlying areas such as the Nursery or Children’s Church.

3. Next the Pastor or other designated person will hand the elements to the remaining two ushers who will stand at the front of the sanctuary to serve worshippers as they approach as shown in Figure 3 below.

![Figure 3](image)

4. The remaining ushers may be asked to direct worshippers seated on each side of the center isle, one row at a time, to the communion table. They should start at the front of the sanctuary and move to the rear.

5. Those participating in communion should move to the front of the sanctuary using the center isle, pick up the elements and return to their seats via the outside isles.

6. When everyone desiring to participate has been served, those ushers desiring to participate should move to the front of the sanctuary to be served by the Pastor or other designated person, then return to their seats or posts to participate in communion along with the rest of the worshipers.
**When communion is served by the ushers to the worshipers in the pews,** the duty usher team as well as the usher team from the previous month will be needed.

1. Prior to the serving of communion, the ushers should line up in the Narthex in two columns as shown in figure 4 below.

   ![Figure 4](image)

2. **After** hearing the cue "will the ushers please come forward", walk to the front of the sanctuary and wait for the pastor and/or Flow Person/Elder to hand the elements to the first two ushers in each column.

3. The bread should be handed to the first (front) usher in each column and they should proceed to the outside isles to begin serving. The bread should always be served to the body first. The wine will be handed to the second usher in each column and they should also move to the outside isles to begin serving the wine to follow the bread. The remaining two ushers in each column should position themselves to assist in serving the bread and wine as it comes to them in the center isle, always making sure that the bread is served first. See Figure 5.

   ![Figure 5](image)
4. After everyone in the sanctuary has been served, the ushers should line up as shown in Figure 4 below, and then on command of the Team Captain, should move to the front of the sanctuary. Note that the elements should be carried by the front four ushers, the bread first, then the wine. See figure 6 below.

![Figure 6](image)

5. Upon arrival at the front of the sanctuary, the elements should be handed to the Pastor and his assistant by the first four ushers as they walk past to take their positions at the front of the sanctuary. The pastor or his designee will then serve the ushers. See Figure 7.

![Figure 7](image)

6. The pastor will normally ask that the elements be held so that everyone can participate at one time. Therefore, the Ushers should return to their posts or seats via the outside isle before taking communion themselves.
After the Service:

- Just prior to the end of the service, all duty Ushers should return to their posts. The sanctuary doors should remain closed until the worshippers are dismissed. Do not open the doors when the Pastor leaves the pulpit as there is usually a prayer and/or music to conclude the service.
- The Ushers should greet the worshipers again with a friendly farewell and pass out any items as specified by the Team Captain. If there is a function taking place after the service in another part of the building for all worshipers, the Usher should remind people about that function and let me know that we would love to have them fellowship with us.

POST-SERVICE DUTIES

After most of the worshipers have departed the sanctuary, the Ushers should do a walk-thru to make sure it is clean, tidy and ready for the next service or function.

1. Place hymnals, bibles, pencils and other pew materials in their racks.
2. Pick up items left in the pews or on the floor. Sunday Folders (Bulletins) may be placed on the table near the door to the church office.
3. Snuff out the candles.
4. If changed, re-set the sanctuary heat/air conditioning as follows:
   - Heat=60 degrees (cool weather)
   - A/C=85 degrees (warm weather)
5. Turn off the lights and fans in the sanctuary.
6. Return any items taken from the Usher’s cabinet for use in the service and make sure it is locked.

After all post-service duties have been taken care of; one Usher should be designated to remain at the church until after everyone has left the building. During that time the Usher should do a security walk-through of the building to make sure all doors and windows are closed and secured and that all lights except those normally left on are turned off. If there are events taking place after the normal service such as meetings or baby showers…. etc, the Usher should let the person in charge of that event know that they are leaving the building and that person will be responsible for making sure the building is secure when they leave.
EMERGENCY PROCEDURES

In case of emergency, the Team Captain should take charge and carry out the emergency procedures as set down in the church policy manual.

Thank you for agreeing to serve in this most important ministry for your church.
Notes