

Greeter/Usher Ministry Purpose Statement

“Our ministry is to serve as hosts and hostesses of Valley Forge Baptist Temple welcome center, to warmly welcome guest, reflect God’s unconditional love, and offer friendly assistance, encouragement and a loving greeting to everyone who walks through our doors.

“Distributing to the necessity of saints; given to hospitality.” Romans 12:13

Objectives for Greeter/Ushers

Be Faithful to Your Commitment

Consistency in attendance is vital to the purpose of this ministry.

Take Ownership

Set the tone-initiate conversation, respond with interest and make everyone feel at ease.

Know What’s Going On

Read the weekly bulletin, prayer request/praise list, newsletters, flyers to stay up-to-date on VFBT. Special events, programs, room changes (classes offered), message series. Be well informed so you can inform others.

Encourage Participation

Let people know about the Sunday School offerings/classes, Church training programs, and ministries available at VFBT.

Make and Impact

Display enthusiasm-your excitement about VFBT makes a difference to others!

Exemplify a Positive Attitude

Greeters represent VFBT as a whole, so loyalty and support to the Pastors and church staff, programs and events should always be apparent.

Manifest a Sweet Spirit of Cooperation

Meet an emergency need.

Develop Leadership Skills

See a need? Act immediately!

Generate an Atmosphere of Care.

Warmly receive and welcome everyone.

Greeting Times

Sunday Morning

Welcome Desk-8:45-9:15, 10:15-10:45 and Following final prayer + 15 minutes

Sunday Evenings - 5:40-6:15pm

Give Generously to Others

(Genesis 24:12-15, 18-20)

The Rebekah Principle:

Rebekah's servant spirit was clearly demonstrated as she willingly and quickly drew water for Eliezer and his camels. No doubt the servant must have wondered how many young women he would have to ask for a drink before finding someone who would water his camels. That would be no small offer. It wouldn't be like giving a dog a drink. He had ten camels, each of which could drink twenty gallons of water. Take a look at this camel watering calculation;

10 camels at 20 gallons = 200 gallons

200 gallons drawn with a 5 gallon jar = 40 trips

40 trips at (a conservative) 3 minutes each = 2 hours

What seemed like a simple offer of kindness would have taken Rebekah two hours to fulfill.

Rebekah went the extra mile. Rebekah seemed to be saying, I'll do what you asked me to do, then I'm going to do something more. Much different than many attitudes today. (Our guest probably not accustomed to special care.)

To Be like Rebekah we need to keep in mind:

- You can't be generous and legalistic at the same time –Rebekah did more than was required or expected.
- You can't walk the second mile until you've walked the first. It's easy for people to talk about the great and generous things they intend to do in the future/But if they're not being generous with what they have now, then unlikely that they will suddenly change in the future.
- Extra blessing result from extra effort. How easy it would have been for Rebekah to lower her jar, give the stranger a drink, and continue on to her home.

Rebekah's words of encouragement:

- When we give generously, we receive more than we would ever think possible. Jesus says (Matt 7:2b... "and with what measure ye mete, it shall be measured to you again.") We set the standard what we receive by what we give. Rebekah gave a little more than was asked to give, but received ever expected. She became the great, great, great.....-grandmother of the Messiah! Give what you can, you have no idea what God desires to give you in return.

- When we give generously, our loved ones will be blessed. Abrahams servant brought gold and riches to the family.
- When we give, the impact of our generosity often outlives us. In a moment of giving, you cannot imagine how your actions might impact the lives of others now and in the future. What would the world be like if...
 - Noah said, "I don't do boats"
 - Moses said "I don't do rivers"
 - David said "I don't do Goliaths"
 - Mary said "I don't do virgin births"
 - John said "I don't do Baptisms"
 - Jesus said "I don't do Crosses"

A lifestyle of generous giving will outlive you here on earth and in eternity"

Developing a Caring Church

INTRODUCTION:

VALLEY FORGE BAPTIST TEMPLE GOALS:

- A. Glorify God – I Corinthians 10:31
- B. Fulfill the Great Commission – March 16:15

*Everything we do from vacuuming the carpet to ministering to someone's needs, these two main goals must be kept in mind.

BUILDING THE BODY

- A. Ministry of the Pastor – Ephesians 4:11-12
- B. Equipping the Saints – Acts 6:4
 - 1. The Bible
 - 2. Prayer

THE HURTING BODY

- A. Angry
- B. Unfriendly
- C. Hateful
- D. Unhappy
- E. Insecure
- F. Selfish
- G. Impatient

MINISTRY TO THE BODY, Romans 12:4-21

- A. Serving
- B. Teaching

- C. Encouraging
- D. Contributing
- E. Leading
- F. Showing Mercy
- G. Sharing

“The most important people in the hotel business are the ones who are out front meeting the customers.” (Don Stevenson, President, Global Hospitality)

DEVELOPING A CARING CHURCH

I. KEY LEADERS

- A. Host/Hostess
- B. Usher
- C. Pastor
- D. Congregation

KEY WORD

- Preparation
- Participation
- Participation
- Partnership

*These key leaders should provide warmth, direction and a servants heart.

II. QUALITIES OF KEY LEADERS (communicate the love of Jesus Christ)

A. Pastor:

1. Model-People do what people see.
2. Mentor-People do what people know.
3. Motivator-People do what people feel.

*The congregation is the mirror of the pastor. Like begets like.

B. Usher Coordinator:

1. Commitment to Pastor
2. Genuine Warmth
3. Leader skills
4. People Skills

B. Usher:

1. Friendliness
2. Helpfulness
3. Discernment – Neatness
4. Enthusiasm

GROUP LEADERS (Host/HOSTESSES, GREETERS, ESCORTS)

The qualities of an usher are needed plus the ability to follow up on the guest.

Group Leaders at the Information Table

We are establishing an Information Table in the foyer. This will be the place to direct all guests so we might give them a gift and register their presence with us. We have asked each group

leader to be a host/hostess one month a year. We will also designate several “guest” parking spaces out front.

Responsibilities

Host/Hostess

1. Arrive 20 minutes early
2. Make sure church information is updated
3. 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 your, or are looking around.

4. Always take the first step toward the guest.

If someone seems to be a guest, approach them and initiate conversation. Try never to leave the information table unattended; ask the unfamiliar person to stand with you near the table.

5. Always ask them to register (V.I.P)
6. Offer printed material, obtain need information.

If materials or information is not available to answer their question, offer to obtain an answer for them. Take their name, phone number and address. Contact the church office the next day, obtain the necessary information and contact the inquirer immediately or have the church office mail the material.

7. Remain at the table 10 minutes into the service.

*Remember: guests sometimes are late because they have never been to our church before and they do not know where to park and where to go!

Information Table Escorts

The purposed of having escorts, in addition to host/hostess at the information table is so guests can be personally escorted to the location they are looking for. It is much friendlier and warmer to have someone actually show a person to a location, rather than point the way with hard-to-remember directions. The role of host/hostess and escort is inter-changeable and has no difference, except one remains at the table and one escorts. We will have a married adult, single adult and teen to serve each week as an escort.

Responsibilities

1. Arrive at the information table 15 minutes prior to the service.
2. Focus on others, rather than conversation with other workers
3. Know the church facilities thoroughly- classes, and teachers. Familiarize yourself with new information from the bulletin or church mailings.
4. Develop and use several friendly questions and comments while escorting your guest.
5. Use the guest’s names as your escort.
6. As you are walking, offer reassuring and pleasant statements. If you are showing parents the nursery: “Mrs. Hamm loves children; she’s been working in the nursery for eight years.” If showing grade school children to a class: “Our youth

ministry is very important to us. This Friday night we have a special activity you may be interested in.”

7. If you are escorting several people or a family, you may want to suggest a location they can meet at after the church service.
8. When you arrive at your destination, introduce the visitor by name to someone – the nursery worker, Sunday School teacher, another greeter, or an usher. Remember your represent our Pastor. (Ambassador).
9. Use their name again and ask if they have any questions, or if they need anything else. Thank them for visiting your church.

Usher Coordinator Responsibilities

1. Communicate often with the Pastor
2. Hold organizational meetings

Provide motivating articles, instruction demonstrations or tapes to continue the usher’s growth and training.

3. Select new ushers with pastor approval
4. Assign each usher to a definite schedule and aisle
5. Give new ushers –(OJT)
6. Collect offering
7. Maintain ushers supplies
8. Maintain altar decision supplies
(Kleenex, decision cards, tracts, sharp pencils, pens, etc.)

Usher Responsibilities

1. Arrive 20 minutes before service
2. Take assigned position
3. Check for supplies
4. Welcome everyone
5. Pass out Bulletins –if needed
6. Properly seat guest—ask name
7. Be attentive—message, disturbance
8. Take offering
9. Handle any special requirements during the service, such as a special offering at the end of the service, materials that are going to be distributed right before the Pastor preaches.
These are things the ushers should know about and be ready to do.
10. Straighten after the service.
11. Be available for special services
12. Smile, smile, smile.
13. Help love people to Jesus Christ.

A Church Usher’s Checklist

Grooming:

Be freshly bathed

Use deodorant and breath mints

No chewing gum
Clean, appropriate dress
Tie and coat for all services

Clothes and hair neat
Shoes cleaned and shined

Attitude:

Proud to be an usher
Optimistic about church

Pleasant Smile
Non-judgmental, kind to all

Assignment:

Be on time
Do not assume authority
Adequate supply of materials

Never leave post
Concentrate on service, guests
Follow instructions

“...whatsoever ye do, do all to the glory of God.” I Corinthians 10:31

The 9 Most Important People on Sunday

“The Most important single, ingredient in the formula of success is knowing how to get along with people.” (Theodore Roosevelt)

“I will pay more for the ability to get along with people than any other ability.” (John D. Rockefeller)

A.H. Smith, former president of a leading railroad said, “A railroad is 95% people and 5% iron.”

“The only thing that God will ever rescue from this planet is people. Therefore, if we want a ministry of impact and permanence, we better build it into the lives of others. People are our only appreciable asset.” (John Maxwell)
*Only in business does everything depreciate.

The nine most important people on Sunday are...

1. The Guest

“The only difference between stores is the way they treat their customers.” (Nordstroms Department Store)

Why People Quit

1 % of the customers die

3 % move away

5 % found better prices

9 % convenience

14 % personal dislike

68 % indifference toward the customer by employees

What is a Guest?

“A guest 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 these things, he will return. When he returns, he will find God.” (John Maxwell)

THE FIRST FOUR MINUTES

1. Build Confidence

2. Be Creative

3. Be Caring

4. Be Considerate

...The most important minutes you have with a guest. Convey the caring church.

*The Caring Church, a place where...

God is seen,

Love is felt, and

Lives are changed.

2. Usher

Why is the usher so important?

- (1) Contact
- (2) Give Directions
- (3) Representative
- (4) Familiar to People
- (5) Keep Order

3. Nursery Worker

*Young parents will select a church more on the nursery care than on the doctrinal statements of the congregation.

A nursery worker should...

- (1) Give assurance to the parents
- (2) Learn Baby's and parents names
- (3) Change Diapers in Last 10 minutes
- (4) Say something flattering to Parents
- (5) "See you next Sunday"

Leadership lesson to ushers concerning babies in the church service: "Decisions and babies should be carried out immediately"

4. All Greeters

Parking Lot Attendants:

1. Greet everyone with a smile, wave, and a welcome to VFBT!"
2. Be clear in your direction for people parking.
3. Give special attention to those who park in the handicapped and guest parking lot.

Host/Hostess:

1. Your responsibility at the information table is to answer questions and assist—in general—all guest. Be early!!
2. Give a warm and friendly greeting—a "How may I help you?" attitude. Refer guest to an escort.
3. Escort if necessary.
4. Keep the information table stocked with up-to-date material.

Escorts:

1. Be ready and available to personally escort guests to the appropriate rooms. Be early!
2. Give particular attention to the sanctuary and nursery. Make sure they have actually made contact with a nursery volunteer or usher.
3. Watch for people who appear lost or hunting for the right place.
4. Look for them next week...and greet them!

Congregation:

1. Introduce yourself and ask their name and where they live.
2. If they live in the area, invite them back next Sunday.
3. If they seem interested and want to talk, spend time with them.
4. Follow-up with information and assistance to anyone who expresses interest in VFBT.
5. Pray before you come to church—that God will give you someone to reach for God and VFBT.

5. Members

Manners That Matter

- (1) Don't Hog the Row
- (2) Don't fight for your chair
- (3) Smile! Smile! Smile!
- (4) Introduce Yourself
- (5) Offer Assistance
- (6) Compliment them
- (7) Get Acquainted
- (8) Be sensitive to spiritual needs
- (9) Introduce to Pastor
- (10) Follow up

6. Group Leaders

*The group leader should look for those under his care to encourage them. Take mental attendance each week.

NOTE: None of the six most important people are on the platform in auditorium. In fact, these six individuals probably have met the guest and the service has not even started!

7. Music Director

*Sets the tone for service

~Enthusiasm

~Warmth

~Glad you are here

~Gets folks involved

*Bob gets up and smiles, "Good morning"; they already feel relaxed and welcome.

8. Musicians

9. Pastor (last but not least)

I'M A NICE STRANGER

I never complain. I never create a scene. When I go to church, I never offer an objection if the usher leads me down the long aisle to the front seat, while all the members of the church crowd the back seats and fix their curious gaze on my embarrassed march. No, I just take my seat. I'm a nice visitor. I never growl aloud when I have to push by and walk over the feet of selfish church members who hog the aisle seats and would not mover out of their favorite places if it meant the salvation of a soul. Oh no, I just sit down meekly. I'm the ideal church stranger. I never reprimand young people who sit behind me chewing gum, whispering and giggling. Oh no, I'm too polite for that.

At the close of the services as I walk toward the door, I never make a scene if nobody speaks to me or shakes my hand. No, they gather in little cliques and don't bother me. I'm the nice visitor to the church.

And I'll tell you what else I am—I'm the stranger who never comes back. That's my little revenge for not being welcomed. I know when I'm not wanted. I can sense when the church members are cliquish and unfriendly. I can tell when they lack interest in the spiritual welfare of the visitors. I, of course, am too cultured and too nice to say anything. I just fo to some other more friendly, more hospitable, and more spiritual church—or don't go to church at all. I wouldn't make a complaint—I'm a nice visitor. I just don't go back. And there are millions of us who could be reached by a little hospitality and warmth. Are you just a nice, complacent church member, or are you genuinely concerned about the spiritual condition of a stranger and visitor?

“Be not forgetful to entertain strangers...” Hebrews 13:2

**Used by permission: John Maxwell*

How to Remember Names

Names are too important to forget. Remembering people's names tells them they're valuable. Unique. Special. A gift. And names are so important to God that he calls each of us by name. "I have called thee by thy name; thou art mine" (Isaiah 43:1). God remembers everyone's name.

WHAT'S IN A NAME?

Names hold power. The ancient Hebrew people believed that once you knew a person's name you were in control of him or her. That's why they couldn't speak the name of "Yahweh" (God); they couldn't control God. Even today, Orthodox Jews don't even write the complete name of God.

Think about it. If you're in a crowded shopping mall and someone shouts your name—"Margaret!"—they do have some control over you. You look around until you find the person we hailed you.

Now, imagine the boost to a teenager's self-esteem when you actually say, "Hi, Rob! How's it going?" Instead of, "Hi. How's it going?" You can make a young person's day by remembering his or her name.

TIPS FOR REMEMBERING NAMES

You meet many people. They remember your name. And they all expect you to remember their names. Several tricks help you remember people's names. But you have to take time to use them. A few fun ways to remember names:

1. Use Word-association

When you first meet someone, notice something distinctive or unusual about him or her. Maybe a dimple on her chin or a cowlick in his hair. When you register that person's name in your mind, include this significant information too. For example: Susan-dimple, or John-cowlick. Believe me; it'll stick.

2. Interview the family

When you're getting to know your group, take time to ask some significant (or even insignificant) questions. From my first youth group, I'll never forget that Sandy's favorite thing in the world is frozen strawberry yogurt. Now I don't ever walk by a yogurt stand without thinking of Sandy. And I never forget her name because I remember that little bit of trivia about her.

3. Association: places and events

Getting to know families in their own environment helps you associate their names with an activity, hobby, or some other significant thing in their life. The association helps you connect a name and face with an item or event. For example, you might remember that Chad loves to skateboard, and he collects posters of people skateboarding. You'll connect the posters and Chad's name.

4. Learn the meaning of names

The Bible contains many references to the actual meaning of people's names. Isaac was "the laughing one" Miriam means "bitter." Abraham, father of many nations." Joshua and Jesus mean "he shall save his people." You'll remember the stories of these Bible people easier if you remember what their names mean.

Learn the meaning of names. You'll be surprised how many times the meaning will correspond to an actual characteristic.

Some names have interesting stories behind them. Ask children: Who were you named after? Why did your parents choose your name? Does your name have a unique spelling? What do you like about your name? Not like?

5. Listen

Although my friend Kristi was quite patient each time I confused her name with her sister's, I could have eliminated the problem if I had listened more carefully when I first met the duo. Too often we greet people and don't even listen to what they are saying. We hear the name, but it doesn't stick in our minds. Repeating people's names as they are being introduced imprints the names in our minds.

6. Name Games

It's important for you to remember children's names. And it's important for children to remember each other's names. Some fun name-games you can play in your group to make names unforgettable:

- **Name tags.** Have the children write their name on a card and use each letter of the name to make an acrostic with words that describe them. An example for Anne: **A**rty, **N**oisy, **N**ervous, **E**nergetic.
- **Alphabetical Order.** Have kids form a circle in alphabetical order. Although this may sound juvenile at first, the kids have fun finding their places in the circle—especially if the group is large. It's a bigger task than it sounds like. First, there's Andy, then Anne, Bill, Christa, two Jasons, two Jennifers, Jessica, Jim, and three Johns. Then we skip to Mike (two of those, too) and the list goes on. Turn this community-building activity into a game by timing the group. Repeat the activity for two or three weeks and see if the children can improve their time. As you're playing the game, be sure to make a mental picture of the order in which the kids are standing.
- **Picture Poster.** Take a picture of each child in your group and make a poster with names and pictures of all the kids. Feature one child each week and let the group interview him or her for five minutes. They'll find out something new about even the youth group veterans.

Names are important to us. They give us identity and set us apart from every other Tom, Dick, and Harry. So work at remembering names. People appreciate an honest effort.

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