



Greeter and Usher Ministry

First impressions are lasting ones. Guests will make up their mind about how welcome they feel at PUMC within the first ten minutes. Long before the preacher preaches, guests of the church will already decide if they will return. As Ushers and Greeters, it is our ministry to make people feel welcome and comfortable - physically, psychologically, and spiritually, so that they can feel the joy and anticipation of the congregation and the experience of God's grace. Let's show them our best and make them want to return!

Greeters - outside doors to gathering place

Ushers - entry doors to sanctuary

All ushers and greeters should be able to answer general questions:

1. Location of restrooms
2. Wheelchairs are available in the Janitor's Closet (Room 201). Offer to retrieve one for them. Key to the room is on a hook behind the door in the kitchen.
3. Hearing Assistance Devices are available at the Information Desk
4. Children's Church registration computers are at the high tables toward the nursery wing.
5. First aid kits are available at the Information Desk and the Hospitality Room (206).
6. Be able to direct them to the nursery and/or Comfort Room (cry room)
7. Be able to direct them to the lost and found box located at the Information Desk.
8. If there are any questions you are unable to answer, please direct them to the Information Desk

Both Service Greeters

1. Arrive at least 30 minutes prior to the service
2. Smile as you greet people entering the building
3. Open and hold the door open for those who need the extra help
4. Invite them to enjoy coffee and a snack - especially the early arrivals when the sanctuary doors have not opened
5. **Following the service please ask the ushers if they need help with the attendance pads.**

Both Service Ushers

1. Arrive at least 30 minutes prior to the service
2. Smile and welcome people as they enter the sanctuary
3. Have basket of communion cups to offer as people enter (8:30 service – 1st Sunday)
4. **Assist people with seating when the sanctuary is full**
5. Once the service begins, close the inner sanctuary doors. Leave the outer sanctuary doors open for a short time so if there are late comers they will be able to see where to enter. For the 10:30 service, leave the outer doors open until the children are dismissed and then close them.

6. **Get a count of the congregants, those in the chancel area (stage) and those in the technology booth. Record those numbers on the Count Summary Sheet in the Communion Prep room (Room 254)**
7. After the final blessing, open the sanctuary doors, hold the empty basket to collect empty communion cups (8:30 service – 1st Sunday), and wish worshipers well as they leave
8. After the sanctuary has cleared, realign chairs as needed and collect any trash left behind
9. After the sanctuary has cleared, two **unrelated** ushers will collect the offerings from the offering boxes located in the front and back of the sanctuary. The key is located behind the door in the communion prep room, along with the key to the safe room. Check the information desk for any offerings left there
10. The offerings will be taken to the safe room and placed in the sealable envelopes located on the safe. Seal, write your names on the envelope, record the service time, and deposit in the safe
11. Return keys to hook behind door in communion prep room

8:30 Specific Ushers

Attendance Pads must be collected from the end of each row, the signed sheet removed, and the pads returned to **the other side** of each row. They should be placed in the tray under the end chair in the row. The pad for the front row should be propped against the **front** leg of the end row chair. PLEASE put the signed sheets in the appropriate “slot” in the usher room (room 254) at the rear of the sanctuary.

10:30 Specific Ushers

1. Doors to the Sanctuary will be closed until approximately 10:10 as the Praise Team practices. Please invite people to enjoy coffee and snacks in the Gathering Place until the doors open.
2. When Pastor directs the children to depart for Children’s Church, open doors for them to exit - close again once all have left.

Information Desk

1. Arrive at least 30 minutes prior to the service. **Return to the Desk for 10 – 15 minutes following the service.**
2. Know the location of restrooms, comfort room (cry room), nursery, and adult classrooms.
3. Wheelchairs are available from the Janitor’s Closet (Room 201). Offer to retrieve one for them if needed. Key to the room is on a hook behind the door in the kitchen.
4. Maintain the ‘Lost and Found’ box located at the Information Desk.
5. Hearing Assistance Devices and a sign-out book are at the Information Desk. When a hearing device is returned, sign it in and then use a wipe to clean the earpiece before returning to the bag.
6. Children’s Church Registration computers are on the high tables toward the nursery wing for parents to fill out.
7. All ‘Upper Room Devotionals’ are placed at the Information Desk when they arrive. When those are gone, no others are available.