

Usher Instructions

Usher/Greeter General Thoughts

- The role of the usher is to serve. Be ready to do whatever needs to be done.
- You may be the only person the guest talks to at the church. Be welcoming, encouraging, and helpful.
- A person will make the decision about whether to return to the church in the first six minutes.
- Smile and be open to conversation. Greeting with a warm, friendly smile is important.
- Be flexible. If things don't go exactly as planned, do what it takes to take care of quickly and calmly.
 - If someone drops the plate, pick it up and keep going.
 - If an usher doesn't show up, work with the others to cover.
- Parents with children are nervous, let them know that their children are welcomed and embraced. There are children's activity bags at each entrance. Tell them about the children's moment and going downstairs after the service.
- After the service, while it is easy to want to get everything done quickly, take a moment to say hello to others. Ask them if they will be attending the picnic/organ concert/Wednesday night class/etc. Don't miss the opportunity to serve in your haste to do the task.

Important Note

Usher schedules are made several months ahead. **If you are unable to attend on your assigned day, find a substitute.** You can trade with someone on the usher schedule or you can also ask someone from the substitute list. Without fail, find a substitute and notify the captain. Make changes on the schedule in the deacon room. The captain and flower ushers are always deacons. All others positions can be either deacons, past deacons or volunteer ushers.

Usher/Greeter tasks

- Arrive by 8:10am or 10:10am.
- On your assigned Sunday, please check-in at the Deacon's Room (south side of the Shartel entry hall). Place a check by your name on the roster (located on the bulletin board to the right of the door) so that your captain will know that you have arrived. Get your nametag and colored lapel ribbon (same color as on the lectern). Look at the usher logistics table to determine where to go before the service.
- Upon completion of the church service, ushers are responsible for making their area "worship ready" by returning hymnals and bibles to the holder, straightening printed materials, taking bulletins to recycling and throwing away any trash. Additionally, ushers gather from their area the day's sign-in sheets and place in the box at the information desk labeled "sign-in sheets".
- For the two positions delivering the flowers (E and F), envelopes and directions will be in Deacon Room.
- Any lost and found items should be taken to the information desk.
- There are 8.5 X 11 signs in the deacon room. These are for YOU to put down to save space for you and your family.

PROCEDURES FOR SUNDAY OFFERING

- At the end of the passing of the plates, take the offering to the Deacon's Room. The Captain and one other usher are responsible for the transferring of monies to the envelopes/bank bag and safe.
- Zipper bank bags will be available for currency, coin, and checks (no need to count offering). Complete the signoff sheet, sign by captain and usher, and place in money bag and drop into the safe.
- After you have collected the offering in your section, wait at the end of your section until all the ushers have finished before exiting to the Shartel entrance. All offering plates will end up in the deacon room. Give offering to Captain and another usher and go back to your seat.
- B&C will take the offering plates with the purple bags to the front. After handing the plates to the acolyte/minister, wait until the plates are placed at the holy table before going back to your seat.

USHER/GREETER Notes

- Extra chairs are in the closets in the Sacristy and in the basement.
- A fire extinguisher is located in the Sound Room (outside the Tower entrance, first door on the north).
- Wheel chairs are available in hall opposite the Sound Room.
- A first aid kit is located on the wall behind the information desk.
- An external automatic defibrillator (AED) is also located on the wall behind the information desk. This would be used ONLY if someone is in sudden cardiac arrest.
- Call 911 in the event of any clear emergency and notify a staff member.
- Large Print Bibles and Hymnals are available on request in the Deacons Room.
- Hearing Aid devices are kept in the Sound Room and are available on request.
- Extra friendship forms are in the deacon room.

USHER CAPTAIN Procedures

- One week prior, notify all ushers to confirm that they will attend.
- Unlock the Deacon Room.
- Place an ample supply of bulletins and children's activity sheets at the entrances. Check to ensure the dates are correct for the bulletin; outdated bulletins go in the recycle bin.
- Place an offering plate and bulletin at each usher position.
- Monitor that all ushers arrived.
- If there is a baptism at your service, make sure PRIOR TO THE SERVICE THAT THE BAPTISMAL FONT is in place (top of steps, north side). Make sure that there is water available. [This will likely already be done but check to be certain.]
- There are reserved signs that go at the end of the pews in the deacon room if you need to reserve a whole row for a family or other reason.
- Take the plates off the altar and return them to the deacon room after the service.
- After the 10:30 service lock up the deacon room and the flower vases and put the keys back in the bunny box.

8:30 Usher Duties

Position	Before Service	During Service	After Service
A	Captain-Unlock deacon room and return key to sacristy. Obtain and place bulletins, offering plates (4), and velvet bags, nametags, float	Sit at front left Collect offering	Clean up pews, take offering to deacon room, take plates and velvet bags to deacon room
B	Greet guests at chapel entrance	Sit at front left center Collect offering Take velvet bags in plates when the doxology begins	Pick up friendship forms, clean up pews,
C	Greet guests at North Drive through entrance	Sit at front right center Collect offering Take velvet bags in plates when the doxology begins	Pick up friendship forms, clean up pews
D	Greet guests at Tower entrance	Sit at front right Collect offering	Clean up pews, take flowers to sanctuary, Assist Captain with offering.

10:30 Usher Duties

Position	Before Service	During Service	After Service
A	Greet Guests at Sacristy Court entrance- Determine which flower card to take.	Sit at front left	Deliver flowers and put vase on shelf in sacristy. Clean up pews on outside left.
B	Greet Guests at Shartel Entrance- Follow choir to seat.	Sit at front left center Take velvet bags in plates when the doxology begins	Pick up friendship forms, clean up pews in left front half of church.
C	Greet Guests at Shartel entrance-Follow choir to seat.	Sit at front right center Take velvet bags in plates when the doxology begins	Pick up friendship forms, clean up pews in right front half of church.
D	Greet Guests at Sacristy entrance- Determine which flower card to take.	Sit at front right	Deliver flowers and put vase in sacristy. Clean up pews on outside right.
E	Captain-Obtain and place bulletins and offering plates (8)- Float- If there is a baptism, make sure font is in place with water. Check to ensure that there are enough bulletins at each door.	Sit at middle left- Place offering in safe.	Captain- pick up bulletins outside the doors and put in deacon room bin, lock up vases, lock up deacon room.
F	Greet Guests at Tower Entrance	Sit at middle left center	Pick up friendship forms and clean up pews in left back half of the church
G	Greet Guests at Tower Entrance	Sit at middle right center	Pick up friendship forms, clean up pews in right back half of the church.
H	Float- Do what needs to be done.	Sit at right middle- Assist with offering in safe	Pick up friendship forms, clean up pews.

I	Float- Put offering plate in balcony.	Balcony- From your perch in the balcony, make sure there is an usher in every spot before offering. If not, fill in.	In balcony, pick up friendship forms, clean up pews.
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