

UUCK 2015 – 2016 Greeter Procedures

Compiled by
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Thank you for volunteering to greet for the UUCK!

In lieu of training sessions, we have compiled the following greeter procedures, which are also demonstrated in an accompanying 22-min video. Please first read this document carefully, then watch the video to become familiar with our new and established greeter procedures.

VIDEO link here: <http://kentuu.org/ministry/greeters/>

Highlighted text below indicates new procedures for 2015. These written procedures are more up-to-date than the video, but the video clearly demonstrates important procedures and where to find greeter supplies.

A. Upon arrival at church

- Arrive and set up at least 25 minutes before the start of service. It is very important that the assigned greeters are ready to greet on time, before the congregants and visitors arrive. **NOTE:** If you are greeting for second service, this means you cannot attend coffee hour that day.
- Be sure the Order of Service is ‘stuffed’ with the Thread from the Web, and is ready to hand out to attendees. They should be in a box on or underneath the table outside the Sanctuary when you arrive.
- Decide as a group:
 - o where each of the 3 greeters will be positioned throughout the church
 - one greeter at the double-door entrance of the sanctuary
 - one greeter by the side door (in good weather) OR at the top of the stairs by the front door (all other times)
 - one greeter at the visitors' table before AND after service
 - o who will usher (1-2 people)
 - o who will greet late-comers during the Call to Worship (more details below)
 - o who will collect the offering (2 people)
 - o who will secure the offering (2 people; **NOTE:** the visitors' table greeter will need to return to the table while the offering is secured).
- Please wear your nametag and affix an orange “GREETER” ribbon with velcro to the back. The ribbons and velcro tabs are in the middle desk drawer. Find yourself a place to sit in the sanctuary, and reserve that seat with your belongings or with an offertory basket.
- There is a basket at the bottom of the stairs, sitting on top of a stool, where members/attendees can place their nametags after coffee hour on their way out. Check the basket before first service and bring up any nametags that were placed in the basket.

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- Please see the last section of this document for procedures on what to do if you are signed up to greet but can't make it.

B. Specific greeter tasks & responsibilities

1. Greeting at the doors

- Prop open the sanctuary double doors. First, make sure that the sign on the back of the sanctuary doors is facing the correct way - it should start out explaining why we don't let latecomers in until the first hymn ("side 1").
- Always station one greeter at the double doors to the sanctuary. In nice weather, when the back/side sanctuary door is open, station another greeter there. If the side door is not propped open, the second greeter should stand close to the main church doors upstairs (the glass entrance doors). This makes the front entrance more welcoming to visitors, who might not know where to go.
- Be ready to hand out the Order of Service beginning approximately 25 minutes prior to the start of the service. Provide large-printed hymnals (on top of the desk) and large-print Orders of Service (on the table) to those in need, and refer those who are hearing impaired to the soundboard operator for a listening device.
- Greet and welcome attendees to the church.
- Doors to the sanctuary remain open until the chime (after the announcements and before the Chalice lighting). **When the chime sounds, close the sanctuary double doors quietly.** This creates a peaceful and reverent atmosphere for the Call to Worship.
- ONE greeter should remain outside the doors to greet latecomers as they arrive. Latecomers often get put off if there is no one to greet them -- they do not feel welcomed, and if they feel shut out of what's going on -- so this new procedure is important! Wait outside with them and explain why we need to close the doors for the Call to Worship. Make sure you can hear the service through the speakers in the Founders' lounge.
- At the start of the first hymn, allow latecomers to enter the sanctuary. Assist them in finding seats.
- **Before closing the doors, flip the sign** on the back of the door to inform individuals who arrive even later that they are welcomed to enter quietly on their own ("side 2")
- At the end of the service, re-open the sanctuary doors (**during** the closing hymn).

2. Greeting at the visitors' table

- Please volunteer to work at the visitors' table if you feel comfortable providing overall knowledge about Unitarian Universalism, and information about the variety of programs UUCK offers, including the appropriate contact people for specific questions.
- Greet and welcome all guests and visitors to the church. **IMPORTANT:** Watch carefully for people who look like they haven't been to the church before, or don't know exactly where to go. Reach out to them and offer them hospitality, direction, and information!
- **NEW:** Please do NOT ask people you don't recognize if they are new to the church—this has offended some people who are NOT new visitors. Rather, simply say, "I don't believe

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we have met, my name is _____, it's nice to see you this morning" or something along those lines.

- **NEW:** The membership committee has assembled "goodie bags" for newcomers and visitors. These Visitor Bags contain helpful information for people checking out the church. There should always be one Visitor's Bag on the visitor's table; extra bags are located in a folder under the table. Contact Andrea or Jen when there are only a few bags remaining. **IMPORTANT:** MaryBeth will be putting the newest edition of the Chalice Flame into the Visitor Bags. Please check that each bag contains the most current version.
- **NEW:** The membership committee has also started monthly Second Sunday Meet & Greet sessions. They will be held during coffee hour in the Founder's Lounge on the second Sunday of each month. These sessions give newcomers an opportunity to get to know a few people and ask questions in a friendly, small-group setting. Please feel free to join the meet and greets if you like! Also, if you see any way to make the Founder's Lounge more welcoming, please do!
- Ask everyone to put on nametags, and newcomers to complete a written nametag for the day. Check to see that nametags have been created for anyone that signed up for a nametag on the clipboard. If so, cross off their name.
- Make sure that the service is audible from the Founder's lounge. There should be a set of speakers on the end table next to the sofa (across from the visitors' table). If they aren't there, check around and please move them to the end table. If you can't hear the service through those speakers, turn on the radio device (top dial), and adjust the speaker volume. Again, this helps latecomers feel more welcome.
- **IMPORTANT:** Return to the visitors' table after the service in case anyone has any questions. You will be the person that the service leader refers to that will answer questions at the visitors' table after the service!

3. Offertory

- Prior to service, go to the desk in the corner next to the table in the small room adjacent to the sanctuary. Gather the 2 baskets for the offertory, which should include 2-3 candles in each basket (extras in the lower desk drawer). From a Tupperware bin in middle desk drawer, retrieve the appropriate envelope(s) for the service (e.g., 1st, 2nd, special collection) as well as an information sheet (one per envelope). Check the Order of Service to see if there will be a special collection that day.
- Spot-check pew racks for appearance, pew cards, envelopes, pencils, distribution of hymnals. Extras are in the top desk drawer.
- When the two ushers are called for the offertory, proceed to the front of the sanctuary and stand together facing the chancel. **IMPORTANT:** Once the service leader finishes speaking, and has said "The offering will now be gratefully received," then pass the baskets, one to each side of the sanctuary, meet at the back of the aisle, and walk together with the baskets to the front of the sanctuary. Usually there is ample space on the chancel to place the baskets, but if not, just improvise!
- During service (usually as you are passing the baskets), **count the total number of attendees**; you will record this on information sheet. If you count heads at another time

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during service, wait until after the children have been sung out for RE. **NOTE:** All those who are directly involved with the service should be counted **ONLY** at first service. This includes the service leaders, worship associates, and all musicians.

- **IMPORTANT:** Immediately after each service, retrieve the baskets from the chancel and secure the offering in the collection envelopes. You'll need to do this at the front of the sanctuary because everyone else will be heading towards the rear doors. Combine and count the contents of the baskets and record tallies on the information sheet(s). Secure everything in the appropriate collection envelope(s).
- Once the foyer is mostly cleared of people, return the envelope(s) with the offertory and information sheet(s) to the mail slot mounted on the wall next to the desk.
- Return the baskets and any remaining visitor candles to the top of the desk.

4. Ushering

- Assist attendees in finding seats.
- On busy or crowded Sundays, ask seated members to move in closer to the middle to create space so that others can be seated quickly.
- Be sure that the very back row of seats (against the wall in the sanctuary) is available for families with young children and individuals that need physical assistance. Remember to save yourself a seat when you arrive!
- Retrieve and organize folding chairs when additional seating is needed. The folding chairs are located near the coat rack by the front entrance. Chairs can be set up behind the last pew on the right side (closest to the double doors) and to the ends of each row, especially on the left side (opposite the double doors).
- Be sure there is enough space in the aisles for members/attendees, including enough space for wheelchairs, walkers, etc.
- **IMPORTANT:** Be aware of any behavior that needs attention. If you notice any suspicious or disruptive behavior, attempt to have the member/attendee leave the sanctuary until they/things are settled. You should also alert a service leader or one of the Board members if you need any assistance in addressing disruptive behavior.
 - o Consult with the Director of Religious Education, Reverend Melissa, or any member of the Board or staff if you are unsure whether any particular behavior might be disruptive. **Names of the Board and staff members are listed on the back of the Order of Service**
 - o Alert Michelle Bores to close the nursery doors if a disruptive person is moved to the Founder's lounge
 - o If at any time you feel there is a threat or medical situation, the sound board operator should be asked to call 9-1-1
 - o **There is a list of emergency phone numbers next to the phone in the kitchen downstairs if there is a serious issue**

C. Scheduling: How to sign up to greet for services

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- **We will do everything we can to schedule you to greet when you are able to greet. We rely on you to let us know when you are NOT available. Please respond promptly to any emails from us asking you for dates of your availability.**
- We will schedule 3 greeters per service throughout the church year. We will draft a schedule in advance to cover a 3-4 month period. Typically these periods will be:
 - o October-January
 - o February-May
 - o June-September
- We will use email as our means of communicating with you about your schedule and availability. **Please make sure you check your email regularly, and make sure that our emails don't get flagged by your junk mail filter.**
- About a month before each of the scheduled periods listed above, we will email all of the greeters to ask for their availability. For example, we will ask you in September to let us know when you are NOT available to greet for Oct-Jan. Please email us promptly with a list of your 'black-out' dates, preferred dates, and preferred service (1st or 2nd).
- Once we draft a schedule of who will greet when, we will do two things:
 - o email the schedule to the entire greeter group
 - o enter the schedule on SignUp Genius (<http://www.signupgenius.com/go/904054fa9a62ba57-sunday>)
- You also have the option of signing up yourself on SignUp Genius -- we will give you an opportunity to do that before we complete and distribute the schedule.
- SignUp Genius will automatically email you a reminder on the Wednesday before you are schedule to greet. **Please make sure that emails from SignUp Genius aren't flagged by your junk mail filter.**
- **IMPORTANT:** If you cannot greet at a time when you are scheduled to greet, please email the greeter group as soon as possible to find someone who can cover your slot. You can do this by "replying-all" to one of the group emails that we send out. You are responsible for covering your designated greeter slot. We will help as much as we can, but please make every effort to find a sub as far in advance as you can.
- **IMPORTANT:** If you are scheduled to greet, and your fellow greeters don't show up or are very late, please kindly ask other trained greeters that you see at service to fill in if they can. It will help for you to become familiar with the greeter roster, and get to know people who could fill in as needed.

At any time, if you have any questions or problems, please email:

- **Jen Walton-Fisette** (msphys@hotmail.com)
- **Andrea Case** (caseandr@sbcglobal.net)
- **MaryBeth Hannan** (uukent@sbcglobal.net)

THANK YOU FOR YOUR SERVICE!!