



Handbook for Greeters and Newcomer Welcomers 8/27/09

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COURTYARD GREETERS

Mission: Open the door and warmly welcome everyone into the Courtyard entrance.

ARRIVE AT CHURCH: (8:45 AM / 10:45 AM)

- Wear your Church name tag and a *Greeter* tag (in Greeter Cabinet).
- Stand outside door (as weather permits) and open the door for everyone.
- Greet everyone warmly.
- Assist anyone who needs help.
- **Direct newcomers to the Welcome Table in the foyer.**
- After the Service has begun and there are no more people arriving, come into the Service.

GREETER AT NORTH DOOR TO MEETING ROOM

Mission: Warmly welcome everyone and help them enter the sanctuary; distribute Orders of Service

ARRIVE AT CHURCH AND SET UP (8:45 AM / 10:45 AM)

- Wear your Church name tag and a *Greeter* tag (from drawer of Greeter Cabinet)
- Get Orders of Service to hand out
 - (First Service): Inside Greeter cabinet
 - (Second Service): Inside Greeter cabinet and in "re-use" baskets inside North Door
- At 9:00 or 11:00, remove the pink *Quiet Meditation* signs and open Meeting Room door.
- Welcome everyone who enters.
- Distribute Orders of Service; (face them away from you).

- Encourage movement into Meeting Room and seating up front and in middle of rows.
- Close the North door to the Meeting Room at 9:15 and 11:15.
- Wait 5 minutes after beginning of Service before coming into Service.
- Leave some Orders of Service on the table inside the north door .

AFTER THE SERVICE

(10:15 AM / 12:15 AM)

- After first service collect Orders of Service and place in “reuse” baskets on table inside North Door.
- After second Service, remove *Good Hearing* signs and put in Greeter Cabinet.

GREETERS AT MAIN DOOR TO MEETING ROOM

Mission: *Warmly welcome everyone and help them enter the sanctuary, take attendance, collect and count the offering*

Task summary:

- Set up Greeter materials
- Greet people as they come into the Meeting Room
- Refer newcomers to Newcomers Table
- Distribute Orders of Service
- Take attendance
- Collect and count offertory

ARRIVAL AND SET UP

(8:45 AM / 10:45 AM)

- Wear your Church name tag and a *Greeter* tag (from drawer of Greeter Cabinet)
- Locate Orders of Service
 - (First Service): Inside Greeter Cabinet
 - (Second Service): Inside Greeter Cabinet and in “re-use” baskets in Meeting Room
- Locate collection baskets and offering envelope in Greeter Cabinet.
 - Place smallest collection basket on a choir chair.
 - Place four remaining collection baskets under the seats where you will sit.
- Tape *Good Hearing* signs (Greeter Cabinet) on the back of aisle seats in row 3.
- Hang pink *Quiet Meditation* signs (from Greeter Cabinet) on doors to Meeting Room
- Place hearing assist devices on top of Greeter Cabinet if sound tech has not yet done so.
- Decide which of you will collect the offering from the left side aisle, which from the right aisle (person who does right aisle also picks up choir basket)
- Decide which of you will count attendees on the left side of meeting room, which from right side (latter also counts choir)
- Keep Meeting Room doors closed until 9:00 and 11:00, respectively
- Leave the Collection envelope in the Cabinet until offering is completed. Note that there is a separate Collection envelope for each service.

OPEN MAIN DOORS TO MEETING ROOM

(9:00 AM / 11:00 AM)

- Remove pink *Quiet Meditation* signs from doors and return to Greeter Cabinet..
- Welcome everyone coming into the Meeting Room
- Distribute Orders of Service; (face them away from you)
- Encourage movement into Meeting Room and seating up front and in middle of rows

THE SERVICE BEGINS

(9:15 AM / 11:15 AM)

- Close the Meeting Room doors
- Leave one greeter in the Commons for five minutes to welcome latecomers,
- Leave some Orders of Service near main door.

OFFERTORY AND ATTENDANCE

- Wait until the offertory music begins before walking to front.
- Collect the offering from the side aisles, beginning at the **front**.
- Count everyone in attendance according to instructions on the Collection envelope— choir, ministers, yourself. You may have to move around the back of the Meeting Room to see everyone. Write down the total attendance on the Collection envelope.
- Take the offertory baskets to the kitchen and place everything in the Collection envelope.
- Place empty baskets back in Greeter Cabinet.
- Return to Service, keeping the envelope with one of you at all times.

COUNT THE OFFERING

(10:15 AM / 12:15 AM)

- After the service, go to the Workroom (Room 204) upstairs to count the offering.
- Leave the doors to the Workroom open while you count.
- Two greeters must be present to count the money. They should not be related or live in the same household. If necessary, ask another greeter to substitute for one of you to do the counting.
- Each Greeter should count the money independently and then compare the results.
- Count the dollars (paper money). Do not count coins or checks.
- Do not open sealed donation envelopes.
- Mark the amount of money counted on the sheet attached to the Collection envelope.
- Both counters must sign at the bottom of the sheet.
- Leave the sheet attached to the envelope. If it inadvertently becomes detached, place it inside the envelope before sealing it.
- Seal the Collection envelope.
- Give the Collection envelope to any of the Board Officers or Staff listed on the envelope's attached sheet. Keep the envelope with you until you are able to deliver it safely to them. Never leave it unattended.
- If no authorized person can be found, put the envelope through the silver drop slot in the secure closet that is downstairs between rooms 104 and 106.

NEWCOMER WELCOMERS

Mission: *Help new attendees feel welcomed and informed*

Position Inside Front Entrance near the Welcome Table

ARRIVE AND SET UP WELCOME CENTER (8:30 - 8:45 AM)

- Bring supplies from closet in Fellowship Hall and Welcomers Cabinet in foyer.
- Move the Welcomers Cabinet in front of the left-hand door to the sanctuary. On it put
Guest registry sign and 5 x 8 guest registry cards on small clip boards
Paper nametags & wide markers
Pens
- Set up the Welcome Table back in the corner. On it put
Burgundy display rack with brochures for RE, Chalice Circles, Campus Ministry, etc.
Exploring UU class sign and sign-up sheet on clipboard
Nametag sign and sign-up sheet on clipboard
Pens for all sign up sheets
Supply of most recent *Prologue*
Clear plastic stand with rubber-banded packets of brochures for visitors (from bottom section of Welcomers' Cabinet)
Small holder with Membership Coordinator's business cards (drawer of Welcomers Cabinet)
- Place "Welcome Newcomer" banner behind the table.
- Place wastebasket next to the table

GREET VISITORS (8:30-9:15 AM / 10:30-11:15 AM)

- Wear a your Church name tag and *Welcome* tag from Welcomers Cabinet drawer.
- Greet anyone you think may be a visitor. (Body language is the clue. A safe opening line is, "My name is _____. I don't think we have met before.")
- Have visitor make paper nametag.
- Have visitor complete Guest Registry card (return to Welcome Table or put in offering basket during service)
- Give copy of most recent *Prologue*
- Invite visitors to attend Fellowship Hour (after 1st Service or next week).
- Orient newcomers to Meeting Room, Fellowship Hall, and (when applicable) to Religious Education (RE) classrooms.
- Explain that Exploring UU classes are offered in odd-numbered months. Show sign-up sheet.
- Chat with newcomers during Coffee Hour between Services.
- Try to introduce them to at least one person (preferably one who matches their interests).
- Show visitors the literature racks.

AFTER THE SERVICE

- After both first and second services stand near the Welcome Table to answer questions and make introductions.
- After the second service, when most people have departed, pack up and store Welcome Table materials.
In the Welcomer Cabinet in the foyer:

Welcome badges, pens, markers, paper nametags, Member Coordinator's business cards (in drawer)

Clear plastic stand that holds visitor packets (inside lower doors)

In the Fellowship Hall Closet on left hand side:

Burgundy stand with brochures, *Prologues*, and other literature

Signs, clipboards, guest registry cards, all nested together in burgundy stand.

Welcome banner on stand

USHERS

In addition to Greeters and Welcomers, three Ushers are on duty each Sunday. Before the service, one usher hold sthe front door open for everyone who arrives. During the service, one usher remains in the Meeting Room while the other two are available to assist as needed throughout the building.

Ushers have had special training for emergency situations. They will assist the congregation to make an orderly exit in case of tornado warning or other weather issue. They are aware of medical providers in the building and can help escort someone from the Meeting Room if necessary.

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