

USHER HANDBOOK

TABLE OF CONTENTS

- I. THE PURPOSE FOR THE USHER MINISTRY
- II. USHERS' RESPONSIBILITIES
- III. QUALIFICATIONS FOR USHERS
- IV. THE GREETER'S APPEARANCE
- V. THE GREETER'S ATTITUDE

USHER HANDBOOK

We're glad that you have shown interested in getting involved in one of our Ministry Teams. Please take a few minutes to carefully read the *Usher Handbook* before making your commitment. Please contact the Head Usher if you have any questions or concerns. We are here to help you find your place in ministry.

I. THE PURPOSE FOR THE USHER MINISTRY

The main purpose for ushers is to be available to serve people. Ushers are kind and courteous, but not invasive. We want people to feel comfortable, so we do all we can to make them feel at ease. Ushers try not to draw attention to themselves or to anyone in the congregation. We want an atmosphere where people feel relaxed and safe.

II. USHERS' RESPONSIBILITIES

Arrive 30 minutes before the service starts so that you can get prepared and save seats for your family. If you are unable to serve your scheduled service, contact the Head Usher with the name of your replacement (your replacement must be someone on the Usher Schedule).

A. To Serve People

We ask ushers to sit in the section they will be serving. Check to see if the Head Usher has supplied you with Connection Cards, offering tubs, envelopes, pens, and tissues for your section. Ushers are not to take the initiative to pass items out; however, if someone requests one of these items, we have them available.

Front Ushers are stationed in the front sections of the sanctuary and also help bring any items on and off the platform. Front Ushers also make themselves available to escort people up and down from the platform.

Door Ushers will be stationed at the church entrances and sanctuary doors. Assist people as they come and go. Have umbrellas on hand to assist in the rain. Door Ushers continue to serve 10 minutes after the start of the service.

Be prepared to answer basic questions:

- Location of Children's Ministries.
- Location of the Welcome Center, restrooms, water fountains, telephones.
- Know where you can access the first aid kit, fire extinguishers, cleaning supplies.

B. To Seat People

Let people sit where they want. After most seats have been filled, then help people to find seats. Try to seat families together as much as possible. Give them options where they would like to sit, if options are available. Handicapped persons should be directed to an area designated for wheelchairs. This is in accordance with fire code regulations. Assist them if necessary.

C. To Collect Offering

Offering envelopes are in the sanctuary and at the Welcome Center. Pass the offering tubs and oversee the collection. When the offering is done, give the offering tubs to the Head Usher and the Head Usher will count the offering with one of the other ushers. Any late offerings should be given to the Head Usher.

D. Communion

We don't want communion to be merely a tradition, but an expression of worship and recognition of what Christ did for us at the cross. When we have communion, ushers will be asked to distribute the elements. The Head Usher will have the elements prepared before the start of the service and trash cans available at the doors so people can throw away their cups after the service.

E. Distribute Giveaways or Information

From time to time the pastor or speaker will have something to distribute to the congregation. Ushers will help to pass those things out.

F. Altar Time

Prayer is normally made available at the close of the service; however, there may be times when the pastor or guest minister calls people to the altar for prayer at some time during or at the end of the service. When there is an altar call, Prayer Counselors will go forward for direction on praying with people. Ushers should also be attentive to the Head Usher. If the Head Usher calls you to the front, be ready to respond.

G. Handle Public Distractions

If something or someone is causing a public distraction, don't be overzealous. If it does not calm on its own, tactfully offer your assistance. Find out if there is something you can offer to remedy the situation. If the distraction continues, politely ask if you can escort the person(s) outside the sanctuary.

If a baby's crying is disrupting the service, politely inform the mother about our nursery. If the baby needs to be fed, let the mother know we have a private area they can use. Never physically take a baby from its mother.

H. Parking

Certain ushers will be scheduled to be parking attendants. This responsibility involves standing at the street and directing cars into the parking lot.

I. Signs

The Head Usher will have someone assigned to have road signs and parking signs posted.

III. QUALIFICATIONS FOR USHERS

Anyone over the age of 18 can apply to be an Usher.

- A. Complete the Plug-In classes.
- B. Fill out a Ministry Team Interest Card and turn it In at the Welcome Center or church office.
- C. Read the *Usher Handbook* and agree to follow the guidelines.
- D. Meet with the Head Usher for a brief interview.

IV. THE USHER'S APPEARANCE

- A. For obvious reasons, have fresh breath. You may want to carry mints.
- B. Do not serve if you are sick. We don't want to spread germs.
- C. Wear modest and neat apparel.
- D. Wear your identification tag.

V. THE USHER'S ATTITUDE

- A. Be hospitable.

Be conscious to show kindness and equality to everyone.
- B. Be positive.

People who want to be heard will sometimes confide their opinions to an Usher. Be careful to always show respect for others and for church leadership. If someone has a complaint or suggestion, ask them to write it down and give it to the person at the Welcome Center. If someone says something to you in confidence that could be

harmful to them or someone else, inform the Head Usher so church leadership can handle the situation. If someone is asking for assistance or counseling, have them fill out a Connection Card with their request, but do not try to minister to them or make any promises on behalf of the church.

D. Have a servant's heart.

Ushers should have a humble heart to serve. Usher's are not to be controlling, aggressive, or overbearing. Be careful not to use your position as an opportunity to promote your own interests or business. Serve faithfully.

Thank you for taking the time to read the *Usher Handbook*. Please contact the Head Usher for the next step in becoming an Usher!