



Greeter & Usher Training

Welcome a.k.a Hospitality

Welcome is the ministry of hospitality.
The deep truth of Welcome is seeing
the other.

"Welcome one another, therefore,
just as Christ has welcomed you, for
the Glory of God." Romans 15:7





Hospitality is not to change people, but to offer them space where change can take place. We cannot force anyone to such a personal and intimate change of heart, but we can offer the space where such a change can take place.

-Henri Nouwen

What brought you to Ascension?

- 1) Were you invited by someone?
- 2) Were you new to the area?
- 3) Were you facing a life transition?
- 4) Were you searching for God?
- 5) Were you searching for community?



Questions people ask when visiting a church

- 1) Do I sense God at work here?
- 2) Will I fit in here?
- 3) Does anyone want to know me?
- 4) Am I needed?
- 5) Is there a place for me to serve?





Greeters and Ushers

Greeters and Ushers are God's stand-ins and ambassadors. Because you are standing at the threshold and are the first person people speak to when they enter, you hold a huge amount of spiritual power. Because you are the first person they meet, people will project onto you all the assumptions and expectations they have about God before they walked in that door, positive or negative.

DANIEL SIMON | TRINITY WALL STREET



Visitor vs. Guest

INTERNAL LANGUAGE

Visitor (definition)

A visitor is someone who comes and goes without much thought or preparation on our part.

Guest (definition)

A guest is someone who's been intentionally invited and cared for. They are looking for a specific experience.



First Time Visitor Facts

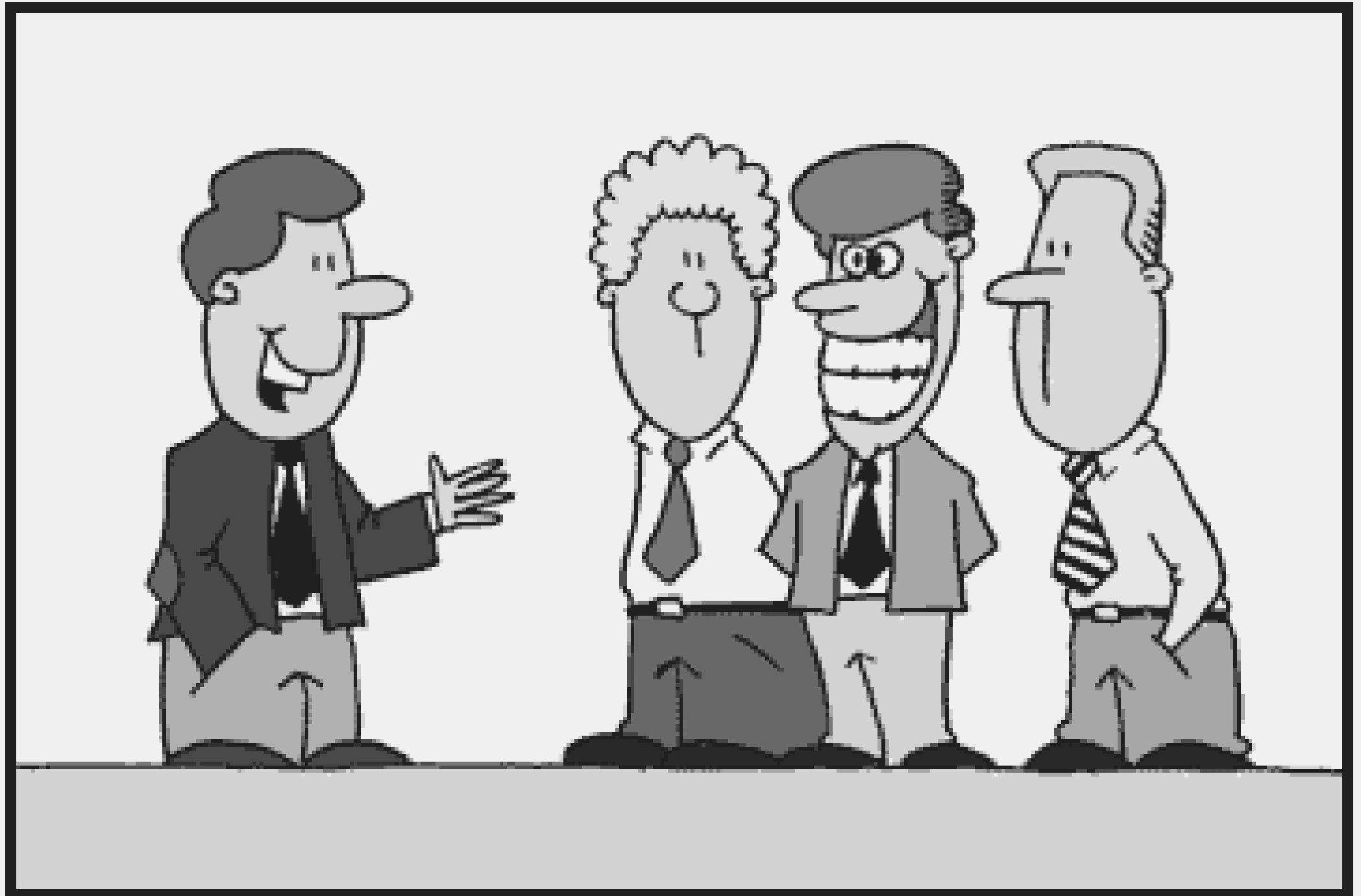


- If a visitor is not greeted within the first few minutes of walking through the door they are not likely to come back.
- If a visitor is not acknowledged or welcomed after the service they are not likely to come back.

You ready?

Here we go!

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THE BOARD DECIDED THAT JOHN WILL
REMAIN THE HEAD GREETER ... AT LEAST
UNTIL HIS MEDICATION WEARS OFF

Greeter & Usher Musts

- 1) Smile and have the ability to talk to visitors easily and warmly, and with patience and compassion.**
- 2) Be intuitive (reading body language) - know when to ask questions and when to give visitors space.**
- 3) Vigilance to remain aware of visitors.**
- 4) Reasonably regular attendance at church and reliable attendance at assigned services.**
- 5) Familiarity with what's in the bulletins. Special services, upcoming ministry events and other goings on.**

Greeters & Ushers Duties

1) Be deployed to greet people before and AFTER the service.

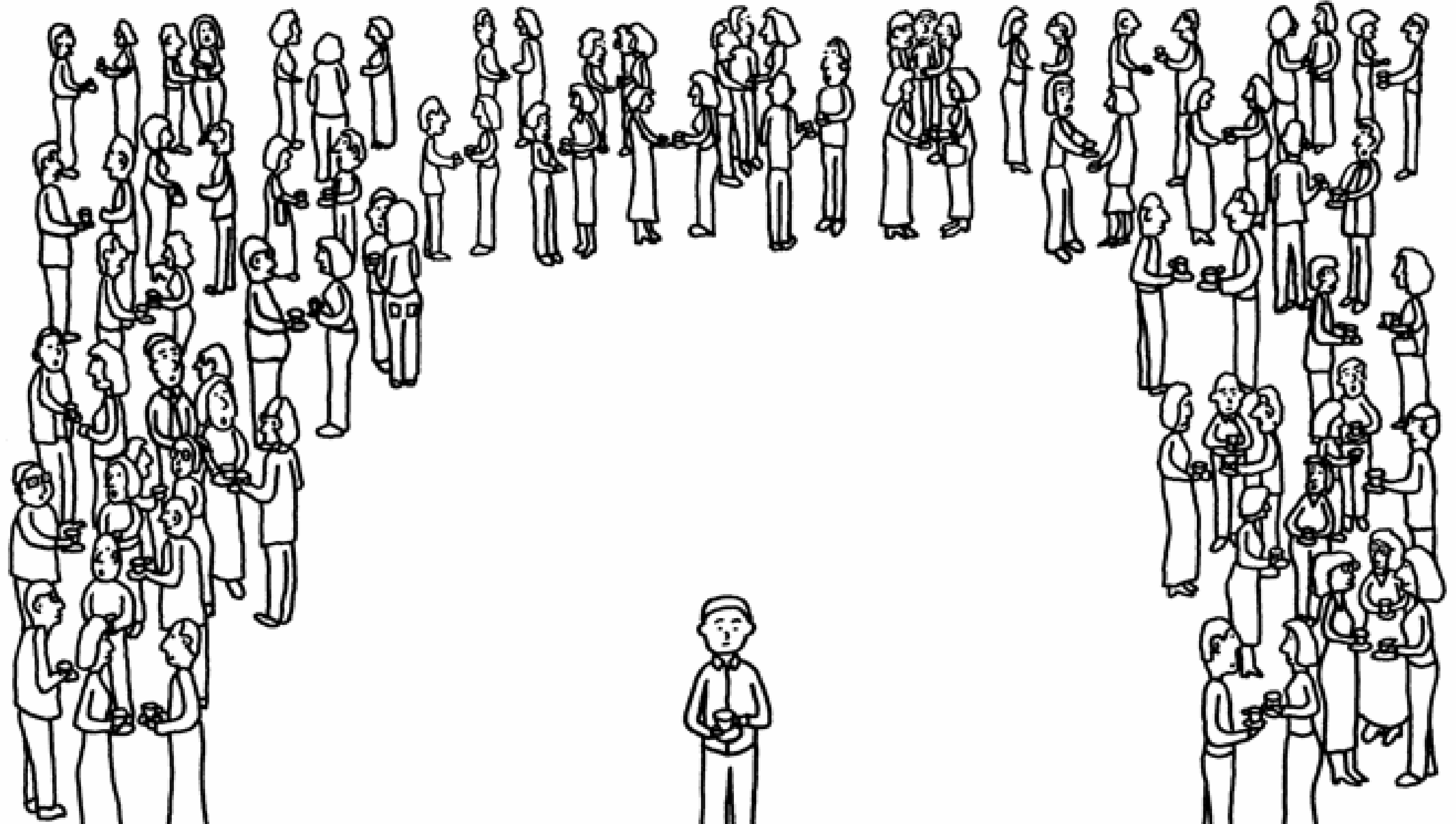
2) 10/5 Rule - 10 feet away. Smile and make eye contact. 5 feet away, verbally greet them.

3) Encourage visitors to complete a Connect card if they have not already. Mention we have a weekly e-blast and if they'd like to know more about Ascension's goings on we can add their email to the list. Be willing to follow up with them if you've made a connection.

4) Be sure they're introduced to a staff/clergy member, or someone who is in their age/stage of life.

5) Invite them to coffee hour.

THIS IS THE TIME WHEN NEWCOMERS CAN GET TO KNOW THE CONGREGATION



What to Say.

Welcome to Ascension! We're glad you're here. I'm _____ Catherine. I don't believe we've met.

Group discussion (how to respond.) - 2 minutes each

" My name is Charlie and I've been a member here for 40 years."

" Thank you. This our first visit here."

What to Say (continued)

If you sense they're interested....

What brings you to Ascension today?

Do you live nearby?

Have you been to an Episcopal church before?

Do you have any questions for me?

Benefits of Being a Greeter/Usher at Ascension

- Joy in connecting with others.**
- Satisfaction in helping the congregation respond to visitors, shoppers and seekers.**
- Opportunity to exercise your particular gifts in carrying out your Baptismal Covenant to "seek and serve Christ in all persons, loving your neighbor as yourself.**
- Further development of your social and pastoral skills.**

**Take one minute each to tell
your table about the one
person at Ascension who
made you want to come back.**

BE THAT PERSON!