

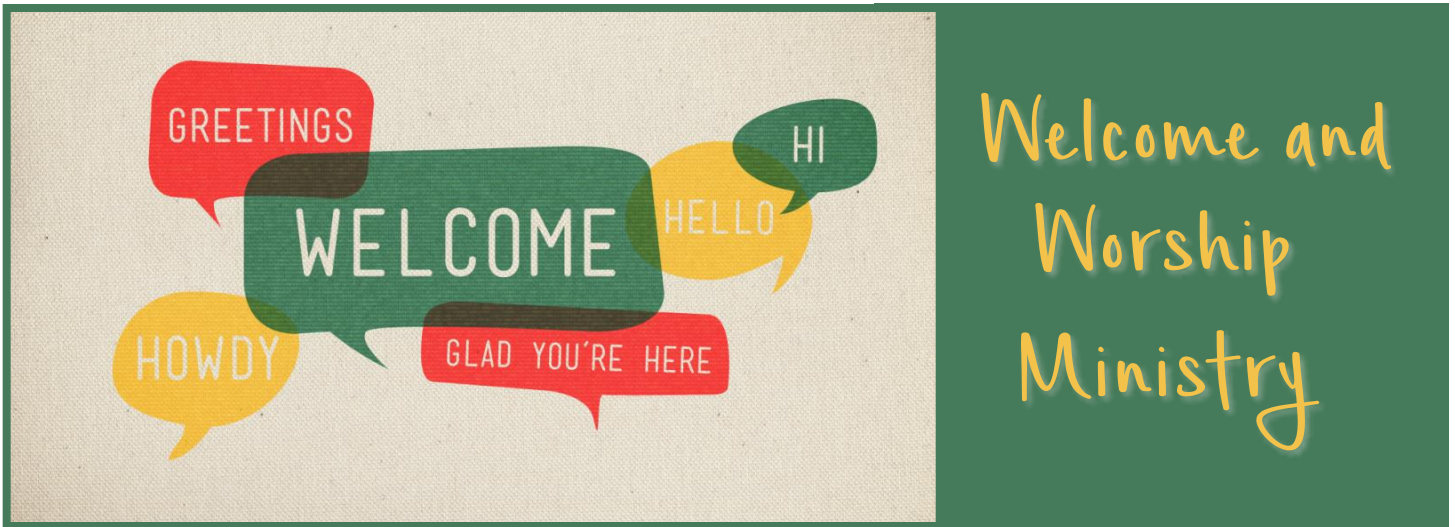
Welcome and Worship Ministry Team



Sharing the Joy Living the Faith Being the Hope

TRAINING MANUAL

Woodbury Peaceful Grove UMC



Thank you for your interest in serving in our Welcome and Worship Ministries. You are an essential part of sharing the Joy, Living the Faith and Being the Hope in our community.

As a Welcome Host, an Usher/Greeter, a Communion Server, or a Coffee Time Volunteer, you help our members and guests experience the love of God who welcomes EVERYONE to the table. Whether is a table of bread and juice for the Lords Supper, or a table of Coffee and Donuts at Coffee Time.

2017 Names and Contact Information

Katie Matson-Daley Ministry & Volunteer Coordinator Usher/Greeters	952-297-4691	kmatsondaley@BeingTheHope.org
Jill Easton Welcome Host Coordinator	651-336-7215	jilleaston55@comcast.net
Sandy Osborn 9:00 Communion Server Coord.	425-346-0821 (text is best)	sandygo62@gmail.com
Rana Severson 10:30 Communion Server Coord.	651-331-1959	rseverson@debeerlaw.com
Kris Hallis Coffee Time Organizer		skhallis89@gmail.com

Hospitality

Welcome and
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Ministry

Who is responsible for welcome?

- Everyone in the congregation is responsible for welcome.
- We welcome people we don't know... they might be new to church, or maybe we just haven't met them yet.
- The goal is to welcome 100% of our visitors, ensuring each one has a conversation with another person before they leave.
- As ministries of worship and welcome, we set the culture for the rest of the congregation.

A Welcoming Presence

- Notice people
- Greet everyone... every single person
- Extend a hand for handshake or high five (sometimes works for kids, and even adults)
- Speak language of kindness
- Help the bewildered
- Disarm the discomfort

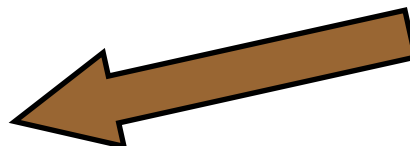
How to Recognize a Visitor

- Looking above heads for signage
- Asking questions that first timers ask (E.g., can I take coffee in the sanctuary?)
- Walking slowly, as if they are absorbing much information.
- Tentativeness
- Looking bewildered or confused because they can't find something.

Openings


Simple questions that always work:

- I'm not sure we've met yet. I'm _____.
- You look like a new face to me. I'm _____.

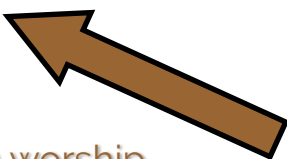


And then... Other-Oriented Questions

How to find out about them.

- How did you hear about us? 
- What keeps you busy during the week?
- Do you live around here?
- Do you know anyone that attends the church?
- Are you looking for a church home?
- Is there anything in particular you want to know about us?
- If they are a regular participant you just met, how to connect with church besides worship?

Invitations

- Coffee Time in Commons or Fellowship Hall
- Encourage to pick up newsletter, other information, and gift bag at Welcome table. Point out the table by telling them it's by the orange-colored flag.
- Invite them back again. "I hope to see you in worship again sometime." 

Kids

The message we send: Kids are important and are welcomed in worship.

- Offer both children and adults a bulletin.
- Let families with children know about the activity bags (by the bookshelf) and the play space in the front of the worship center.
- Let families know that they are welcome to stay together in worship, or use the nursery or Creation Station.
- In our church anyone who desires to participate in Communion is welcome to do so, including children.

Using TimeToSignUp

Welcome and
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What is it?

TimeToSignUp is an online volunteer management system. Both the coordinators and participants will benefit from the use because it creates efficiency.

What information do I have to give?

- At minimum, you need to give your name and email. There is an additional option for phone.
- We picked this site because there is no spamming associated with it.

If I'm on a rotation, do I need to use it?

- Ushers/Greeters and Welcome Hosts *who have committed to a regular rotation* do *NOT* need to use TimeToSignUp. Our Ministry and Volunteer Coordinator will put you in monthly.
- However, if you are on a rotation and need to change, you will need to find your replacement or contact your Area Coordinator so they can help by opening your slots.

Free Agents Signing Up

- If you are not on a regular rotation, you are considered a "free agent," meaning that you will sign up when you are available.
- Free agents will need to use TimeToSignUp to sign up for their slots.
- A NOTE for Communion Servers: all of you are technically free agents because there isn't any kind of monthly rotation for communion servers. The 10:30 Servers will use TimeToSignUp. 9:00 Servers will need to work with their coordinator on what works best.

Knowing when to Sign Up

- You will receive an email from your coordinator about once a month, reminding you it's time to sign up.
- In the email, you will click on a link that takes you to the signup page.
- Please,,,, pretty please go into the signup when you get the email and put your name in. It's nearly as fast as hitting reply and sending an email back to the coordinator. Your use of TimeToSignUp is a way you can support the efforts of the coordinators who have stepped forward to volunteer.

Using TimeToSignUp

How to Sign Up

- Once on the signup page, you will click the slots you want for your household. For example, If you have three people ushering, you will click three slots.
- Then, click the gray button at the bottom of the page. You will fill in your name and email (required). Note: you don't have to put in each person's name. Just the family name is fine.
- Click YES, that you do want a confirmation email. In this confirmation email, you will have a link to the instruction sheet.
- Then click "Sign Me Up." It's that easy!

Reminder emails

- If you are signed up by Wednesday or Thursday of the week you serve, you will get a reminder email. From our Ministry and Volunteer Coordinator.
- You will find a link to the instruction sheet for your area in the reminder email.

All Ushers/Greeters [Share](#) [Tweet](#)

Sign Up Sheet created by Kelly Lamon
New! Easy share URL: <https://tsu.me/GwwB>

Thank you for participating in the Being the Hope Community by being an Usher/Greeter. You can find the

Feb 5, 2017 9:00	Feb 5, 2017 10:30	Feb 12, 2017 9:00	Feb 12, 2017 10:30	Feb 19, 2017 9:00
Usher/Greeter 1 <input type="checkbox"/> sign up	Usher/Greeter 1 <input type="checkbox"/> sign up	Usher/Greeter 1 <input type="checkbox"/> sign up	Usher/Greeter 1 <input type="checkbox"/> sign up	Usher/Greeter 1 <input type="checkbox"/> sign up
Usher/Greeter 2 <input type="checkbox"/> sign up	Usher/Greeter 2 <input type="checkbox"/> sign up	Usher/Greeter 2 <input type="checkbox"/> sign up	Usher/Greeter 2 <input type="checkbox"/> sign up	Usher/Greeter 2 <input type="checkbox"/> sign up
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Select your item(s), then click here to enter your name.

<https://www.timetosignup.com/beingthehope/signmeup/>

You are signing up for Usher/Greeter 1 (Feb 19, 2017 9:00).
Please enter your information to sign up.

First Name (required)

Last Name (required)

Email Address

Please re-enter the Email Address

Phone Number

Send a confirmation email when you sign up?
 Yes
 No

Remember me on this computer

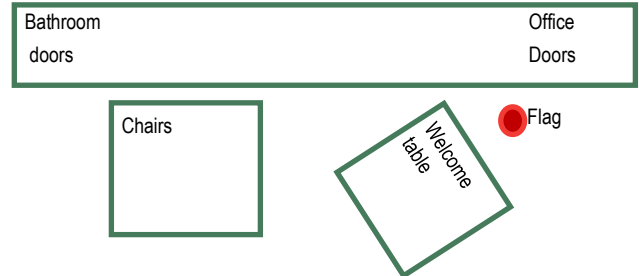
By using TimeToSignUp.com, you agree to the [Terms of Use](#).

Welcome Host Instructions

Welcome and
Worship
Ministry

Role

To greet visitors who are seeking information about our church. Your job is to help visitors feel comfortable, answer questions, and equip guests with information that will help them know whether our church is a good match for their household.



Two Shifts

9:00 Worship (Early) Shift: 8:40-9:05, 10:00-10:20

10:30 Worship (Later) Shift: 10:10-10:35, 11:30-11:50

Set-Up for Early Shift

- Bring out basket of gift bags from the cabinets in the Coffee Counter.
- Bring a few nametags and pen over to the Welcome table in case people want to use those.

Take-Down for Later Shift

- Put basket with gift bags back in hospitality desk.
- Leave note for Maria if we run out of any brochures.

During your Shift

- Stand next to or behind the Welcome table.
- Engage in conversation with new people using the tips for Hospitality.
- Realize: There will be Sundays you don't have anyone stop by, but it's paramount a Welcome Host is available when we do have a visitor stop. Every Sunday we have visitors, some stop by, some do not.
- In order to create a comfortable environment, feel free to engage in conversation with regulars while you are "working", but turn your attention to guests as they come up. (Research shows that people are more likely to stop by if there's activity around the area).
- Keep an eye on the Coffee Counter during coffee time, if there is a need send someone back to the kitchen.
- If you meet a new person and want to pass info along to staff, fill in log and place in office.

2017 Coordinator

Jill Easton
jilleaston55@comcast.net
651-336-7215

Here's what Jill does:

- Sends out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watches Time To Sign Up to ensure all shifts are filled.
- Answers questions and addresses concerns.

Usher Greeter Instructions

Welcome and
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Role

You are one of the first impressions people will have of the Church. Be on lookout for visitors. Your goal is to connect . Answer questions. If you can't answer, direct to the Welcome Desk . Additionally, you hand out bulletins and facilitate offering.

Two Shifts

9:00 Worship (Early) Shift: 8:40-10:00

10:30 Worship (Later) Shift: 10:10-11:30

Upon Arrival (20 minutes prior to service)

- Put on a nametag.
- With the other Ushers/Greeters decide which door each of you will be stationed at.
 - ◆ Three are stationed outside Worship Center doors to hand out bulletins
 - ◆ Two are just inside exterior doors 1 & 2 as door greeters.
- Have a conversation with each other about offering and who is taking which aisle. See next page.
- Check for the bulletins by shelf to the right of the sanctuary doors and the collection plates on the shelf.

2017 Coordinator

We are looking for a new Usher Greeter Coordinator as Diane Hrastich's schedule has gotten busier.

- Sends out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watches Time To Sign Up to ensure all shifts are filled.
- Answers questions and addresses concerns.

Pre-Service: Exterior Door Greeters

- Station yourself inside the main entrance doors 1 and 2.
- As people come through, open the door, greet each person with "Welcome," "Good morning," "Good to see you," or something else you are comfortable with.
- Encourage people to move toward name tag table. Something like, "The name tag table is waiting for you." or "It looks like there is an opening at the name tag table."
- If someone identifies themselves as a visitor, invite them to the Welcome Center to pick up information and gift bag.
- If anyone requires a wheelchair they are available in the Heritage room.
- At service time, tidy up the Commons area, if needed. Then move to Worship Center.

Pre-Service: Worship Center Doors

- Be outside worship center entrance doors to pass out bulletins. Greet each person. (See note about children to right.)
- Invite those in wheelchairs to sit in areas that most effectively serve them and their companions (there are some cutouts in back and chairs that can be moved).
- For those who ask, personal listening devices are available from the sound tech.
- If someone identifies themselves as a visitor, invite them to the Welcome Center to pick up information and gift bag.

What about the Kids?

It's important that our kids know that they are a part of the church and that they are welcome in worship.

Here's how you can help them know they belong.

- Offer both children and adults a bulletin.
- Let families with children know about the activity bags (by the bookshelf) and the play space in the front of the worship center.
- Let families know that they are welcome to stay together in worship, or use the nursery or Creation Station.

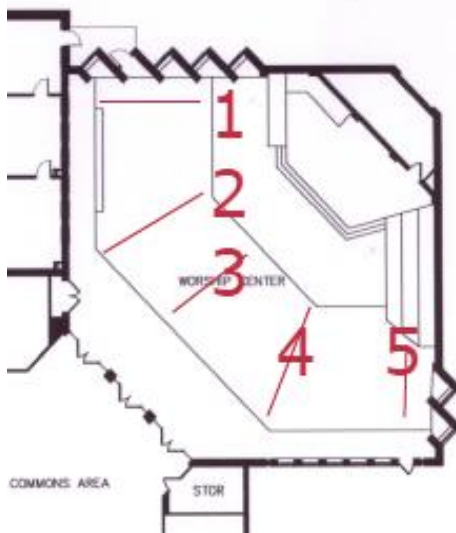
Usher Greeter Instructions

Welcome and
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At Start of Worship

- Close the worship center doors.
- Stand inside doors for 10 minutes, keeping an eye out for latecomers, opening the door for them. If necessary, help late comers find a seat.
- Anticipate the offering time. Get into position before the invitation to the offering.

Offering



- Each usher/greeter will take a aisle. See diagram.
- When music starts, move down aisle. Start the collection at the front.
- Move with plates towards back. (Remember the choir).
- When all plates make it to back, combine the money and sign-in inserts into two plates. Remove blue Hopenet cards—place on the usher shelf.
- 9:00: If there is room on worship table, two ushers bring offering down during doxology and place on worship table. If there is not room on worship tables, bring offering to safe.
- 10:30: Bring offering to the financial office. If no one is there, bring back to safe.

Counting

- Count everyone in worship BEFORE children are dismissed for Creation Station. Be sure to include choir/band, worship leaders, tech people, pastors, and children in the nursery.
- Write numbers on the Tally sheet on the bookcase in the back of the worship center. After the second service the tally sheet goes onto Maria's desk in the office.

After Worship

- If you were at the Worship Center doors, return to your door and open it. Greet people as they leave. Invite them to Coffee Time or the Welcome Table.
- Others can do a quick scan of the worship center. Pick up anything left in pews.

Communion Server Instructions

Welcome and
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Role

Communion is normally served on the first Sunday of the month. It is not difficult to be a communion server but a great privilege. You will experience the sacrament in a different way when offering it to others.

About Communion

In The United Methodist Church, we celebrate an open table, meaning all are welcome, including children, visitors, and those of different faith traditions. Children are also invited to serve communion. There are no limits on God's grace. In order to be fully inclusive, we use all gluten-free bread and grape juice.

The How To's

- Kelly/Dan will invite the servers down after they finish the blessing.
- While one of the pastors gives instructions to the congregation, you will get a quick squirt of hand sanitizer.
- The other pastor will hand out the elements. If you want to be partnered with someone, make sure that between the two of you, one has the bread and the other has the juice.
- Once you have the elements, go to an open spot. The middle aisle gets two sets of servers. The outside aisles get one set of servers each.
- If serving the bread, you will hand a piece to the person. And say, "**bread of life for you**" or something similar (if you have something you like to say instead).
- If serving juice, each person will dip their bread. Say, "**cup of salvation for you**" or something similar (if you have something you like to say instead).
- Musicians are typically busy during the sacrament. Those serving near the organist should wait by her until she is done playing.
- If you are the servers on the outside aisle near the projectionist, serve him/her and any other people you see who were unable to come forward after your line ends.
- Servers should then serve each other once they are done with others. Then, bring the elements back up to the table. Return to your seats.

2017 Coordinators

9:00: Sandy Osborn
sandygo62@gmail.com
425-346-0821 (text is best)

10:30: Rana Severson
rseverson@debeerlaw.com
651-331-1959

Here's what your coordinators do:

- Send out a Time To Sign Up link for you to use to sign up for your shifts monthly.
- Watch Time To Sign Up to ensure all shifts are filled.
- Answer questions and address concerns

Coffee Time Overview

Coffee Time is to build relationships between members and with new people. Related to guests:

- We desire for our guests to be in conversation with others.
- Conversation is more likely with food and drink.
- If guests get a cup of coffee in their hand, they will be more likely to end up in conversation with others.
- We want to place our coffee and treats so visitors have to walk by them in order to exit the building.

two locations

Coffee Time is served in two locations. Currently the fellowship hall is staffed, and irregular volunteers are staffing the Commons. With time, we will build this out.

Fellowship Hall, 10-10:30

Coffee Counter in the Commons, 10-10:30 & 11:30-12:00

coffee time leaders

Week 1	Kairos Group, Barb Sundby
Week 2	Faith in Action, Pat Marzolf
Week 3	Faith in Action, Jean Roemer
Week 4	FROG, Amy Fuller
Week 5	Choir, Kathy Parker
General Info:	Kris Hallis, skhallis89@gmail.com

SPONSORSHIPS

Because of our faith, our church has committed to using Equal Exchange fair trade coffee. In order to support this commitment, you can sponsor Coffee Time in honor of someone or in celebration of an event, in the same way worship flowers are sponsored. If you would like to sponsor, contact Maria at 651-738-0305 or mrella@beingthehope.org. Your celebration or honorarium will be acknowledged with a sign at Coffee Time and in the worship folder. A \$75 donation supports our commitment to fair trade justice.

