

**Highland Mennonite Brethren Church
Governance Manual - UPREACH
Ushers & Greeters Ministry Guidelines – Greeter Protocol**

1. The Ushers & Greeters Ministry is about making a good first impression and creating an atmosphere of friendliness and helpfulness at Highland MB Church (HMBC). Ushers and Greeters help pave the way for people to connect with each other and with God, as we all strive to follow Jesus Christ and help others know, love and serve Him.
2. If you're unable to serve when you're scheduled, please trade with someone and let the Team Leader or church office or Worship Planning email notification know. Trade with another greeter if possible, or ask an assistant usher or head usher not serving on that Sunday, to serve in your place.
3. Your personal appearance and attitude matter. Dress modestly and avoid questionable logos. Brush your hair and teeth before you serve.
4. For the Worship Gathering – Ushers and Greeters – Be in the foyer at 10:15am when the start time is 10:45am, and be there at 9:30am when the start time is 10:00am.
5. Check the Worship Flow (posted on the bulletin board to the left of the sanctuary entrance) for the order of service, so that you are aware of anything you need to know.
6. Concentrate on people one at a time. Make eye contact. Smile! If possible, get a person's name (using it in conversation will help you remember it). Pass on newcomers' names to the church office. Give your name to new/newer people if appropriate.
7. Have brief conversations as there may be many people in the foyer. Do not use, "Hi, how are you?" with each greeting! Make it unique to that individual or family.
8. Do not immediately put your hand out to shake someone's hand. Allow the other person to initiate a handshake. Not everyone is comfortable shaking a stranger's hand.
9. Use hand sanitizer for your own health (and that of others) often.
10. Be willing to move from your original position so that you can assist someone. Be knowledgeable in the operation of the elevator.
11. Anticipate needs. i.e. Open the door for someone. If an elderly person is alone and ascending the stairs slowly, go and ask him/her politely if assistance is required, or offer assistance into the elevator and teaching about how to use it.
12. Help solve problems. If you do not feel capable of dealing with a certain person or situation then ask another usher to do so.
13. Don't leave anyone out. Be kind to all, whether they attend regularly or irregularly.
14. Be knowledgeable about the church facility. Know where to find the following: restrooms; nursery; phone; exits; library; information centre; First Aid Kit; AED (Automated External Defibrillator); fire pull stations (you still need to call 911, as these do not go directly through to a fire station); fire extinguishers.
15. Be knowledgeable about church ministries and the names of key people with whom to connect.

Approval Date: January 2017
Approved By: Ushers & Greeters Team Leader
Notice To: Ushers & Greeters Team Members

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16. Have several connection cards available to offer newcomers and encourage them to complete them.
17. Your job ends when the service begins. If you notice anyone who may have arrived late, or whom you just missed, try to meet them after the service.
18. Finally, the ministry of the greeter should be so natural, that newcomers and even those that attend regularly do not even realize that you were “on duty” that day. Move around the foyer, down to the front entrance, hold the front door open, assist with the elevator, give directions, etc. Enjoy what you do! This is part of how we show that we are personally becoming more invitational, always and most importantly doing so with complete integrity.
19. Thank you for your service to the King!