

**Highland Mennonite Brethren Church
Governance Manual - UPREACH
Ushers & Greeters Ministry Guidelines – Head Usher & Assistant
Usher 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. Please read the Greeters' as well as the Offering Takers' Protocol, to become familiar with each area of service.
3. If you are unable to serve when scheduled, head ushers please trade with another head usher; assistant ushers trade with either an assistant usher or a head usher not already scheduled. Let the Team Leader or church office or Worship Planning email notification know.
4. Head usher (or designate assistant usher – communicate this with each other) starts at 9:15am, the other at 10:15am on Sundays when Kidquest precedes the worship gathering. Both start at 9:30am when service starts at 10:00am.
5. Check thermostats. Both should be set at 71°F. If not, adjust them. If there is a heat problem, have someone who knows, check furnaces.
6. No visiting/chatting with each other before or during service, remembering that we are here this Sunday specifically to serve others. Our focus needs to be other-ward.
7. Watch for the following: new people; elderly who may need help; children either overactive or timid; parents with not enough arms; special needs people.
8. Use hand sanitizer for your own health (and that of others) often.
9. Invite people to enter the sanctuary before the worship gathering begins. Flick foyer lights 5 minutes and again 1 minute before church starts.
10. Ask people to wait/do not usher people into sanctuary during prayer or special music.
11. Each of you takes one side aisle when receiving offering, and have two offering takers do the centre aisle.
12. Secure offering! Return offering plates to the sound room.
13. Check both Pastors' offices, lock if necessary, and lock side door and gym door after offering is taken. Walk through basement.
14. One of you stays in foyer while other counts congregation and locks doors.
15. Head usher stays in foyer for balance of service.
16. Assistant usher returns to foyer before benediction to assist those that need help after service, greets those that leave hurriedly, answers any questions, or attends to any issues that may come up. Stay after service for 15 minutes. Head usher counts offering during this time, together with Finance Team member.
17. Store offering in a safe place until deposited by Administrative Assistant.

Approval Date: January 2017

Approved By: Ushers & Greeters Team Leader

Notice To: Ushers & Greeters Team Members

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While following the above-mentioned Protocol, it is expected that head ushers and assistant ushers at each worship gathering will also fulfill the responsibilities referred to below:

- a. Ensure that you are wearing the “Usher” identification pin.
- b. Look into the sanctuary and ensure that it is in order i.e. no garbage on the floor or on pews.
- c. Place a glass of cold water on the right side of the pulpit.
- d. Ensure that the bin of children’s activity pages on clipboards is set out.
- e. Assistant usher, make available the personal sound amplifiers. Bring several to the foyer before the service and return them to the church office after the service.
- f. Keep chairs in the foyer vacant for any congregants who may need to move out of the sanctuary, but still want to listen to the service. Please encourage everyone to be in the sanctuary during the service.
- g. Have two ushers do a head count, agree on the number, and record it on the Attendance Binder in the sound room. Include the sanctuary, balcony, nursery, and library.
- h. Do not hesitate to check with the sound tech if you notice an issue with the sound.
- i. Answer incoming telephone calls. Take messages and deliver them as necessary.
- j. Be alert. Do not be caught off-guard when the unexpected happens. Sudden illness or unexpected disturbances should be managed by the ushers, not the pastor(s).
- k. Be knowledgeable regarding the operation of the elevator.

Thank you for your service in this important part of our congregation’s worship - worship of Jesus, the King!