LET LOVE OF THE BRETHREN CONTINUE.
DO NOT NEGLECT TO SHOW HOSPITALITY TO STRANGERS, FOR BY THIS SOME HAVE ENTERTAINED ANGELS WITHOUT KNOWING IT.

HEBREWS 13:1,2
**Introduction**

The Edmonton Chinese Alliance Church (ECAC) is a multi-cultural church with Sunday services in Cantonese, Mandarin and English. This manual outlines the Usher/Greeter ministry for the English Ministry Congregation (EMC) Sunday service.

**Usher/Greeters Ministry – Overview**

Being an usher or greeter is an important ministry. You are the first official representative of Jesus Christ seen by members, visitors and newcomers to our church. Your actions can add or detract from the worship experience of others.

The First-touch Deacon/Deaconess will oversee the training and coordination of the usher and greeters teams.

Each usher team is comprised of 6 ushers. The team will be supervised by a Head Usher. The Head Usher works with the First-touch Deacon/Deaconess in ensuring each usher knows what they need to do. The Head Usher is responsible to find a backup for any member unable to attend the schedule.

**Roles and Responsibilities for all Ushers**

- Ensure bulletins are folded
- Ensure sanctuary is cleared of debris (e.g. left over bulletins, papers, communion cups, etc.)
- Check temperature of sanctuary – turn on fan if too hot; turn on heat if too cold
- Place glass of water for speaker on podium before Worship begins
- Check lighting
- Distribute bulletins
- Collect offerings. Note: 4 offering bags will be used for the main floor sanctuary and 3 for upper level collection.
- Count attendance for both main floor and upper level after collection is completed
- Hand over offering and attendance information to Church Secretary
- Be prepared to direct movement of people if emergency exit required

**Service Schedule requirement for Ushers** – each usher team will be scheduled to serve approximately once a month.

**Strategic Positions of Ushers**

- 2 ushers at the front door –
  - Welcoming visitors and members as they enter the church, distribute Sunday Bulletins
- 2 ushers in the lobby between front door and glass doors of sanctuary –
  - Welcoming visitors and members as they enter the church, distribute Sunday Bulletins.
  - Assist young parents or new comers with children by bringing the children to their respective Sunday Worship locations. Please contact JMC elders for current classroom locations.
  - Usher visitors and members to their seats.
• 2 ushers at the glass doors of sanctuary—
  o Usher regular members to proper seating to enhance corporate worship. Some may require a quiet spot to the back, or prefer the 2nd level for personal health reasons (eg. Sore neck, needs to look down rather than look up at the speaker)
  o Usher younger EMC members to different locations of the sanctuary to encourage worship and discourage noise making. Ask for wisdom and the Holy Spirit’s guidance as you serve by leading the way. Try to fill the front pews first. Reserve back rows for young parents and late comers
  o Please be sensitive, invite cooperation, encourage a genuine heart-felt worship.
  o “A gentle answer turns away wrath, but a harsh word stirs up anger.” Prov. 15:1

Roles and Responsibilities for all Greeters:

The purpose of greeters is to be the information source and the “bridge” to new comers and visitors to ECAC. Each Greeter team is comprised of 3 greeters.

Roles and Responsibilities of Greeters

• Greet and acknowledge newcomers and visitors to ECAC before and after Worship
• Distribute Visitor Brochure. Orientate new comers to our church
• Liaison with Ushers to bring new comer’s children to Children Sunday Worship programs
• Provide information on existing services and programs of ECAC
• Establish a warm and respectful atmosphere for new comers to feel comfortable in.
• Liaison with In-Touch Deacons/Deaconess to connect with the new comer
• When appropriate, invite new comers to leave contact information for follow-up
• Give Welcome gift package to new comer at the end of Worship
• Take care of Welcome Kiosk, where Welcome Gift Package and all up-to date information regarding fellowships, small groups, adult and children Sunday School information are kept.

Strategic Positions for Greeters:

• Before Worship, 3 greeters will form a semi circle creating a “curve” from the entrance of the church to the sanctuary. This will allow the CMC members to exit through the main entrance and create a welcoming space for those who are entering.

• After Worship, 2 greeters at the front door and 1 greeter at the sanctuary’s side door to thank the new comers and regular members for worshipping with us. Invite New Comers to join us again and to fill out the Welcome card if they are comfortable in doing so.

• After Worship, develop a warm and friendly connection with new comers, offer a cup of tea/coffee while enjoying their company and getting to know them better. Note: there is a refreshment area outside of conference room in the Education Building.

• Offer the Welcome Gift package to new comers.
## Responsibilities of Ushers and Greeters

<table>
<thead>
<tr>
<th>Time</th>
<th>Worship Team and AV Team</th>
<th>Ushers</th>
<th>Greeters</th>
</tr>
</thead>
</table>
| 10:45 a.m. | Meet at church and start set-up:   | Meet at church:  
• Ensure bulletins folded;  
• Ensure sanctuary is cleared of debris (e.g. left over bulletins, papers, communion cups, etc.);  
• Check temperature – turn on fan if too hot; turn on heat if cold;  
• Place glass of water for speaker on podium  
• Check lighting  
• Move the step-up platform used by CMC away from the podium | Meet at church:  
• Set up Welcome Kiosk (when available) in foyer between the front doors and the glass doors.  
• Have Visitor Brochures and Welcome gifts ready. |
|         | • Tune musical instruments;  
• Set out required microphones for Worship Team and Speaker;  
• Set up sound system;  
• Set up powerpoint;  
• Check sound and audio system for Toddlers’ Room | Move to assigned positions.  
• Greet visitors and members distribute bulletins.  
• Encourage people to move into sanctuary and be seated in pews.  
• Encourage a time of quiet reflection when seated. Thank them for joining our corporate worship.  
• Discourage crowds from congregating in the foyers and blocking entrance to the sanctuary.  
• Reserve the back pews for parents of small children. | Move to assigned positions.  
• Greet newcomers and visitors.  
• Distribute Visitor Brochure.  
• Warm handshake  
• “Good morning, welcome to our English Worship, we are glad you’re here”  
• Encourage CMC crowds to enjoy fellowship in the fellowship hall rather than in the foyer. |
| 11:00 a.m. | | | |
| 11:05 a.m. | • Final sound and AV check completed - all systems operational for sanctuary, Baby Room, Toddlers’ Room and Foyer  
• All people off the stage  
• Announcements on power point begins. | • Final check to ensure stage is clear of any leftover boxes that contained sound and AV cords and material. | |
<table>
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<th>Worship Team and AV Team</th>
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<tbody>
<tr>
<td>11:10 a.m.</td>
<td>• Prelude Music begins (to encourage people to quiet down, prepare their hearts for the worship and to discourage “visiting”)</td>
<td>• Encourage people in lobby/foyer to join service.</td>
<td>• Encourage people in lobby/foyer to enter Sanctuary and join service.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Close the glass doors.</td>
<td>• Stand by the Sanctuary side doors, ensure people wait until prayer is finished before entering</td>
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<td></td>
<td></td>
<td>• Do not bring people into service during prayers.</td>
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<tr>
<td>11:15 a.m.</td>
<td>EMC Service starts.</td>
<td>Offerings:</td>
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<tr>
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<td>• Collect offerings on the main and upper floor sanctuary Note: 4 offering bags will be used for the main floor sanctuary. And 3 for upstairs</td>
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<tr>
<td></td>
<td></td>
<td>• Count attendance for both main floor and balcony.</td>
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<td></td>
<td></td>
<td>• Hand offering bags and attendance information to Church Secretary.</td>
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<td></td>
<td></td>
<td>• During service, encourage people in lobby/foyer to be quiet.</td>
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<td>• Be prepared to direct movement of people if emergency exit required.</td>
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<td></td>
<td>• Ensure disposal box is available for communion cups following a communion service (generally 3rd Sunday of each month).</td>
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<tr>
<td></td>
<td>EMC Service ends</td>
<td>• After service, check the pews – collect leftover bulletins, Bibles, or personal belongings – stack them on the foyer table.</td>
<td>• Provide information on existing services and programs of ECAC.</td>
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<td>• When appropriate, introduce newcomers /visitors to fellowship/small group contact people.</td>
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</tbody>
</table>
Requirements for Ushers and Greeters

- Be on time (at the church by 10:45 a.m.)
- Present a neat personal appearance. Semi-business attire is the preference.
- Be friendly and courteous.
- This is not the time to socialize with your friends, please focus on welcoming everyone
- Familiarize yourself with the facilities (washrooms, exits, first aid, fire extinguishers, telephones) and church staff.

The Importance of the Welcoming Ministry

The Greeter or Usher is often the first official representative of Jesus Christ seen by people entering God's house. The attitude which they communicate set the spiritual tone for everything else which is to happen. As an official representative of the church and of Jesus Christ, the Greeter and Usher have an enormous obligation in preparing people’s hearts for worship and evangelism.

Pastors, teachers and musicians minister to people in groups; however, Greeters and Ushers minister to people as individuals. A Spirit-directed word of encouragement, reassurance or kindness may be the most significant ministry some people receive in their entire church attendance experience.

As John the Baptist was a forerunner for the ministry of Jesus Christ, the Greeter or Usher is a “forerunner” of the other activities and ministries of the church. The Welcoming Ministry is like salt which makes everything more palatable. Paul said, "Let your speech be always with grace, seasoned with salt" (Colossians 4: 6).

Some Practical Suggestions for Ushers

If possible, greet people by their names.

Since the seating habits of people tend to be established, learned these arrangements. Leading people to their usual place is an indication to them of the usher's awareness. Or you can ask “where would you like to be seated?”.

Seating visitors next to regular churchgoers with a word of introduction is helpful to new people.

Worship begins with reverent quietness. Just before the service, many appreciate moments of quietness while the music is playing, so they can pray, think, and read their Bibles. Everything an usher does in these moments should help contribute to this atmosphere.

Be gracious and courteous in your words. For example:
- during prayers, do not say “You cannot go in now”. Say instead “We will seat you in just a moment”.
- To move people who are visiting in the foyer and blocking the entrance, don’t say “you can’t stand here in everybody’s way”. Say “Would you like to visit over here where people will not interfere with your conversation?”

Thank you for your willingness to serve in this ministry!