

MEMBERSHIP MINISTRY

Greeter Instructions

Introduction:

Thank you for answering the request to be an greeter at First Presbyterian Church. You are going to have a great time and be blessed as you share the gift of hospitality. Sometimes it is not easy to be a newcomer to a place where almost everyone else feels at home. The time you spend with individuals coming to and through the doors of our church will make a difference in their experience of the spirit of Christ and the community of his disciples in this place.

In Advance of Your Sunday to Serve:

1. Before starting your service as a greeter, take one Sunday and visit a church with which you are unfamiliar and where you have never worshipped before. Make mental notes about what things made you feel welcome and like you belonged and what things made you feel uncomfortable or like an outsider. If there are greeters, listen to the words the greeters use.
2. Familiarize yourself with the facilities at First Presbyterian, including which Sunday School classes meet where; which nursery rooms are for which ages and the nursery workers' names; and what information, printed and posted, is available where.
3. When the pictorial directory arrives, study it.
4. Study the new member photos on the bulletin board in the narthex.
5. Read the weekly church newsletter, so that you are up-to-date on current activities.

On Your Sunday to Serve:

1. Begin the morning by praying for the individuals with whom you will come in contact that day. Ask God's guidance.
2. Arrive at least 15 minutes before your time to serve. Some visitors will arrive early. Others will come at the last minute or even a few minutes late, so plan to stay at your post until 5 to 10 minutes after starting time. If a parent arrives late with children in tow, their stress will lessen when you are there to help.
3. Check to make sure lights are on and doors are unlocked. Check to make sure there are name tags, visitor tags and markers on the table in the Welcome Center. Extras are available in a bottom mailbox in the church office.
4. Wear a greeter name tag. Those tags are also available in that bottom mailbox in the church office.
5. When weather allows, please stand outside the entrance doors, so that individuals can see you before entering and so that you can open the door for them.
6. When someone arrives, extend a warm and caring handshake. Do not grip too tightly, as some individuals' hands are crippled with painful arthritis. Let your faith and joy in being a part of this congregation show, but be careful not to overwhelm visitors.
7. Concentrate on each person as he/she enters. Look each one in the eye as you shake his/her hand and say something like, "*Good morning, welcome to First Presbyterian. We're glad you are here. Can I be of assistance to you this morning?*" What if you are not sure if the person is a visitor or a long-time member? Say the words anyway. Longtime members will appreciate the same greeting.

8. Use active listening. Is a person new to the area? Is he/she interested in anything in particular? Remember comments. You might find it helpful to keep a small notepad and pen in your pocket.
9. Speak to the children. Use their names.
10. Your primary goal is to listen to visitors and respond to their needs. Be prepared to answer questions, but not to overwhelm visitors with too much information. You can give them a burgundy Welcome folder from the table in the Welcome Center.
11. If persons need help finding a classroom or individual, don't tell them, show them. If you leave your post to do this, ask the extra greeter to cover for you, or ask the extra greeter to go with the person.
12. Often visitors come during the Sunday School hour. The Welcome Class, which operates out of the Church Parlor, will have members ready and willing to give information and tours.
13. Introduce visitors to other members and to the pastor. Listen for more clues in order to respond to their needs.
14. After the service, return to your post and speak to individuals as they leave. Make a point to speak with visitors again. If there is a fellowship time, invite them and show where it is. You might suggest a tour of the building.
15. Watch for the person(s) to visit again, and be sure to greet and talk with them then.

Special Needs:

- Umbrellas – are available on the rack on the right wall as you enter the church office workroom. This is the room to the left of the church secretary's desk.
- Lost and Found – The church Lost and Found box is in a closet in the church basement. There is a sign on the door. If something appears to be of significant value, it will be kept in the church office.
- Monetary Assistance - If a person comes seeking assistance with a monetary need (money for power bill, tank of gas, groceries, housing, etc.), share that the church does not give out cash. We refer to the service agencies the church supports who are equipped to address those needs. You can get a list to share of those agencies and their numbers from the "Invitation to Discipleship Information" that is available in notebooks on a shelf in the Church Parlor (Room 110) and in the top drawer of the first file cabinet in the History and Heritage Room (Room 133).
- Prayer Concerns – Should be shared with one of the pastors or with the lay leader for the worship service.
- Inquiries About Becoming a Christian or Church Membership – Can be referred to the person covering "Invitation to Discipleship" following each service. A person should go to the church parlor following the early service or to room 133 following the second service. Handouts are available in the marked folders in these rooms, and you are encouraged to share them.
- Persons with Disabilities – Please read the attached document, "Information for Ushers and Greeters: On Greeting Persons with Disabilities and Making Them Feel Welcome in Your Congregation."