



The Reborn Church of Phoenix

Usher

The Importance of an Usher

You are important! Ushers will assume the role of a greeter when scheduled, yet greeters do not have to be an usher (see greeter responsibilities below). Deacons can also assume the role of an usher, but they are not required to do so. Deacons oversee the usher role.

Ushers should have the right attitude and heart to serve people and the church well. Every usher should be willing to be taught and learn ways to improve. Ushers who are ever-learning can greatly enhance the service. Ushers should be looking for ways to serve and help others. Opening doors, assisting visitors, being courteous, and looking for ways to help others along with their other duties can bring a positive reflection for the church. Ushers should present themselves in being able to maintain good relationships with newcomers and prevent distractions in the service. Ushers should be on time and also timely in bringing assistance to others. An effective usher does not wait to be asked or wait for others to help but is keenly aware of what is going on in the church and allows the flow of the service to continue. Ushers should work as a team, each one working together as a whole. Ushers should work uniformly in receiving offerings, communion, bringing order to the service in as many ways as possible.

Attendance

Ushers are expected to be at the church no later than 9:30 am on Sunday mornings. Greeters are expected to be present when scheduled. If an usher cannot fulfill their commitment, they should notify a Deacon as soon as possible.

Responsibilities:

1. Faithfully attend church, whether you have ushering responsibilities that day or not.
2. Arrive at the church 30 minutes prior to the start of the service.
3. Dress should be appropriate, clean, and neat.
4. Greeting people as they arrive for the service.
5. Assisting people with special needs.
6. Collecting the tithes and offering and deliver the money to a deacon.
7. Take a census of the people who have attended church (make a separate count for children).



8. Be available to answer visitors' questions and extend extra help in seating those who need the assistance.
9. Provide directions to the restrooms.
10. Hand out Sermon Notes and Bibles.
11. Be willing to accept Connect Cards and deliver them to Eric Manjarrez
12. Aid latecomers in finding a seat.
13. Inform a deacon of urgent matters.
14. Relieve greeters. At least one usher will assume the role of a greeter at the announcement portion of the service and will remain there for the rest of the service.
15. Occasionally watching the parking lot to prevent vandalism, theft, or other wrongdoing.
16. Usher will hold the door open for people to leave at the end of service and thank them for visiting us.

Greeter

When a person steps into a church for the first time, he or she evaluates the atmosphere. He asks himself: "Will they accept me? Will it be easy to make friends? Will my spiritual and personal needs be met? Will it be easy to find my way around? Will my family like it here? Will I like the music? Will I like the Message?"

The newcomer will quickly come to some conclusions during the first few minutes. First impressions are often lasting impressions. Consequently, the ministry of the greeters is one of the most important things that happens in any congregation!

Be mindful that you are wearing appropriate attire, smell nice, and have fresh breath. The primary responsibilities of a greeter are to make all people feel welcome and to give first-time visitors a positive experience. Although a greeter's love should be no stronger than is the love found in the rest of the body of Christ, nevertheless the greeter performs a major role in ensuring that people see and experience that love. In Christ, you have received God's unconditional love, and, in Christ, you are called to extend that same unconditional love to others. The ministry of greeting is perhaps one of the most crucial in the church because it is one of the most visible.

Outside Greeter



There should be one greeter who is outside of the front door (unless it is too warm outside or it is raining). Their job is to open the door and greet everyone who comes in, whether regular or visitor.

The primary purpose of an outside greeter is to:

1. Open the door.
2. Smile, greet, and firmly shake hands with everyone who enters and, if they extend a hug, reciprocate.
3. After the hug/handshake introduce yourself to them by saying something like, "Hi! I'm (Insert name). Welcome to The Reborn Church of Phoenix!"
4. Hand a new visitor a connect card.
5. Give kids hi-fives!
6. Assist special needs persons in entering the building and direct them to an inside greeter.
7. When raining, extend an umbrella to individuals.
8. If you do not recognize someone, ask if they are a first-time visitor; if they are, direct and introduce them to the inside greeter. If you do not see an inside greeter attending to the visitor(s), you may temporarily leave your post to tell them where they can sit, location of the bathrooms, water, and coffee. It is our hope that the inside greeters will be alert and not need to be informed but rather be ready to immediately step in to escort the first-time visitor
9. You can come inside the church and stay by the door at 10:00am. You will need to continue to step outside and open the door to let them in. Stay at the door until after the worship portion of our service and then an usher will assume this role.

Inside Greeter

There should always be an inside greeter so that we are always available to give personal attention to anyone who enters.

The primary purposes of an inside greeter are:

1. Smile, greet, and firmly shake hands with everyone who enters, and if they extend a hug, reciprocate. (see section on proper body contact)
2. Greeters should be cautious to not be so involved with their friends that they are not making personal contact with everyone who enters. Make sure you have a



good balance of interaction with those inside the church building and being attentive to new visitors.

3. For new visitors: Welcome them to the church by introducing yourself, here is an example:
"Hi! I'm (Insert name). Welcome to The Reborn Church of Phoenix!"
4. For new visitors: Point out the locations of the restrooms, water, and coffee, if they have children, tell them that they are welcome to have their kids with them for the entire service or if they would like they can go to Reborn Kids before the sermon
5. For new visitors: Remember to always thank them for visiting.
 - a) If you see the pastor nearby, introduce them.
 - b) Point out the restrooms and water fountain.
 - c) Invite them to help themselves to coffee and water in the back.
 - d) If they have children, tell them that they are welcome to have their kids with them for the entire service or if they would like they can go to Reborn Kids before the sermon. If the Kids Ministry Director is nearby, feel free to introduce them to her.
 - e) Tell them that if they have any questions they can ask you or an usher.
6. It is very important that greeters be attentive to the body language of those they are attending to. Some people appreciate a lot of attention, while others would rather be on their own. Be sensitive to the person's demeanor and make a judgment call of how to make them feel comfortable. Proper Body Contact It is important to remember that not everyone is comfortable with a hug. Greeters do not initiate hugs with new visitors unless they are initiating (women greeters, give men side hugs).

Proper Body Contact

It is important to remember that not everyone is comfortable with a hug. Greeters do not initiate hugs. When a person is unknown by the greeter, a firm handshake and a warm smile constitute a satisfactory welcome. If the individual initiates a hug, the greeter can reciprocate using the "side hug." If you would like to greet the kids, give them a hi-five.

Midweek Worship



If you are assigned to be a greeter on Wednesday for our midweek worship service and Bible study then please be at the church by 6:30pm. When Bible study starts you can go to your seat and Pastor or an usher will assume the role as a greeter.