

## Church of Our Lady of Peace

August 12, 2010

### To Ushers/Greeters of Our Lady of Peace

Our Parish Council and the Parish Welcoming Committee are looking to revitalize our parish ministries, including our Usher/Greeter ministry. We very much appreciated your survey input on the upcoming schedule and our Usher/Greeter Guidelines.

Enclosed is our new schedule for the remainder of 2010; this replaces the schedule you previously received. Also enclosed are our updated Guidelines. Please read them carefully.

We have a few points to emphasize:

- Please be as welcoming as possible to those coming to Mass at our church. The attached guidelines provide some suggested greetings.
- It is important for you to be at the Church for Usher/Greeter duties 15 minutes before Mass.
- If you are unable to attend your scheduled Mass, please find a substitute, first from the substitutes listed on the schedule, then from other persons assigned for other months for your Mass, and finally, if unsuccessful, to call your Captain so that the Captain knows you will not be there.

If you have any questions, feel free to call any of us. Thank you for your willingness to make Our Lady of Peace a truly heartfelt, welcoming church.

Sincerely,

Cecilia Hall, Ministry Co-Chair  
Pat Roberts, Ministry Co-Chair  
Father Gary Chmura, Pastor  
Nancy McIntosh, Pastoral Associate

# *Church of Our Lady of Peace*



## **Guidelines for our Ushers/Greeters – Ministers of Hospitality**

August 12, 2010

“An usher’s warm welcome and gentle courtesy can set the whole tone for anything that might happen within the hearts of those who gather. Ushers/Greeters are more than doorkeepers; they are ‘doors’ giving open access to the warmth of holy fellowship, in the spirit of Jesus.” \*

1. Check the Usher/Greeter schedule as soon as you receive yours and then mark it on your calendar. Your ministry is a commitment and we expect you to be here when you are assigned for a given Mass. If for some reason you cannot make it, just check the list and be sure to get your own substitute.
2. Arrive at church 15 minutes before Mass begins. “Check in” with the captain as soon as you come. Think about dependability!
3. Take just a few moments for some quiet prayer - time for yourself and our Lord together.
4. Pick up anything left behind in pews or elsewhere from previous Masses. Take a few minutes, when necessary, to help stuff Flyer-Inserts in Bulletins. This should happen only occasionally.
5. Direct newcomers to the Guest Book at the back of the Church.
6. Make sure the Offertory Gifts are in their proper place. Enlist parishioners to take up the gifts; show them location of gifts. Take their names, write them down, and bring the names up to the sacristy for lector or priest – whoever is there. Try to vary these people from week to week – call on different individuals and families each weekend.
7. Provide for physical comfort by opening or closing doors or turning on fans as appropriate.
8. **Be your best. Look pleasant. GREET PEOPLE AT FRONT DOOR AND BOTH SHAKER BOULEVARD ENTRANCES AND EXITS. Remember kindness. And be very sure to SMILE!!**

Now you’re ready for Mass and for God’s people to arrive!

Guidelines for Ushers/Greeters, 2010 (continued):

9. Make your first word to all a warm word of "**Welcome to Our Lady of Peace**" Add a hand shake and appropriate greetings - "**Good Afternoon**" or "**Good Morning**", "**How are you today**", "**What a great day**", and/or similar greetings. If they arrive before Mass begins, introduce newcomers to other parishioners and to the Pastor when possible. Help all to feel at home here at OLP.

10. Allow latecomers to seat themselves, unless church is very crowded and they need help finding a seat. (*Someone leading them to their seats calls more attention to their lateness.*) "Steer" them to an unobtrusive route.

11. On especially busy occasions, we may need to direct the Communion procession. This should be done only if it helps to maintain the atmosphere of prayer. An attitude of reverence is important.

12. After the final blessing, have Bulletins ready and all entry-exit doors open, and be prepared to greet people happily and joyfully as they leave church - "**Have a great day, evening**" or similar good byes. Once again, *SMILE!*

13. Help those at the next liturgy by cleaning up the space, but not until people have left. Plan to be in church for about 10 minutes after Mass.

14. In case of emergency, when a parishioner loses consciousness, faints, etc: help make the person comfortable, do not try to move him or her. Go to the sacristy, or have another person go quickly, and dial 911 for assistance. If this is a child, always ask the parents before calling 911 or doing anything with or for that child.

15. Our "Dress Code" is not overly structured. Ties and jackets or dresses would be nicest, but we are happy if you are a bit less formally attired (especially in warmer weather), as long as there are no sweat shirts, t-shirts, shorts, or jeans! (*We never see this here at OLP, so we're not worried.*)

**16. Simply being present is the most important part of being a host at church, just as it is at home. And.....do not forget that smile!**

Guidelines adapted in part from *Ministers of Hospitality*, James B. Luther

"Ushers are...the first official contact with those who gather for the Sunday celebration. (They are also) signs pointing to the Way. They are...ministers of the Church and servants of the faith community when it gathers to celebrate the Eucharist..."

Excerpts from *The Ministry of Ushers (Greeters)*, Gregory F. Smith, O Carm, 1980

