



GREETER DUTIES, PROCEDURES AND HOSPITALITY GUIDELINES

While these guidelines provide the established duties of the Greeters at Holy Apostles, it also describes how the duties are to be performed so as to create a warm and welcoming church community. Greeters, along with our teammates, the Ushers, are ambassadors for our church and have an opportunity to make everyone feel welcomed, accepted and appreciated when coming to Holy Apostles to worship.

A. Ministry Mission: The goal of the ministry is to perform our duties so as to create a welcoming and prayerful worship experience at Holy Apostles and do so in an “inspiring” fashion in accordance with the established Standard of Excellence. Those duties that particularly need to be carried out in a “inspiring” fashion are:

1. Greet visitors and parishioners as they arrive to church with a smile and a warm welcoming.
2. Assist visitors and parishioners with any needed assistances before, during and after mass.
3. Extend a warm farewell as the congregation is leaving the church.

B. General Information:

1. Arrive at church no less than 15 minutes before the mass
2. Dress appropriately
3. When attending a mass that you are not scheduled to greet, check with the Team Leader to see if any help is needed.
4. Assist parishioners and visitors with any questions or needs before and after mass. If you need any assistance with a request, consult with an usher.
5. Safety Reminders:
 - a. A wheelchair is kept in the Memorial Chapel.
 - b. First aid kit is located on self in the cabinet as labeled
 - c. Cups, absorbent material, and protective gloves are located on the top shelf in Usher/Greeter Room closet.
 - d. During winter months, salt for slippery walks are at each entrance which should be applied as needed.
 - e. AED/CPR Response Plan is in a binder on top of counter in Ushers/Greeter Room

- f. AED is located on hallway wall between the Church and Gathering Place.

C. Before Mass

1. Place your initials alongside your name on the MSP Schedule posted on the bulletin board in the Usher/Greeter room.
2. Obtain your Greeter name tag from the folders on top of the counter in the Usher/Greeter room.
3. The Team Leader for the mass may ask greeters to greet at an entrance other than the one noted on the schedule.
4. If needed, the Team Leader may ask greeters to assist with the collection.
5. Distribute the Order of Worship and greet parishioners and visitors with a smile and warm sincere welcome: "Thanks for joining us for mass today" "Good Morning (afternoon); Welcome to Holy Apostles".
6. Once the mass begins, Greeters may be seated with the congregation.

D. After Mass

1. Greeters are to return to their assigned entrance to distribute bulletins as the last hymn begins. In that two ushers are needed to process the offertory collection, greeters need to certain there is at least one greeter at that entrance for bulletin distribution.
2. Greeters and Ushers, if needed, will distribute the bulletins, and provide a sincere farewell to parishioners and visitors leaving Church with a "Thanks for coming to Holy Apostles" or "Have a good day".
3. Return the Greeter name tag to the folder on the counter in the Usher/Greeter room.

Thank you for the time and talents you have given to the Usher/Greeter Ministry in serving the needs of our church and in helping it carry out its mission: *Love God, Love Others, Transform Our World.*

Rich Stopczynski
Usher/Greeter Ministry Leader
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