

Greeter

Responsibilities

- Provide a welcoming presence as worshipers enter the church
- Offer assistance as necessary

Details

Arrive 20 minutes before the service and put on a Welcome button. Yellow “Welcome” buttons are located on the inside of the closet door in the Sacristy Room. Please wear one to help visitors identify you as their greeter.

We will assign **two greeters per service**.

- One on the Stratton Street entrance to the church
- One in the hallway outside the office

Greeting protocol

- Approach the worshipers who are arriving; don’t wait for them to come to you! Greet them warmly! Make eye contact, smile, shake their hand, and say, “Nice to see you!” or “Welcome to St. James!” Imagine how you would like to be welcomed and make people feel at home.
- Keep an eye out for visitors as you are engaged in conversation.
- When warm weather allows, it is nice to greet people outside as they approach the doors to enter. Otherwise, place yourself somewhere between the door and the ushers.

- Remain focused on your purpose and limit side conversations.

Greeting visitors

- Recognizing visitors can be challenging in a large church! Some clues: visitors may be hesitant, look around a lot, won’t be sure where to hang coats or which door to use. Some will introduce themselves. Be alert—you can spot them! If someone looks a little lost, you can always simply ask, “May I help you?”
- Introduce yourself and show them to the worship area.
- If there is someone you know nearby or sitting in the worship area, introduce them to the visitors and ask if they will help with a few directions about the service and communion.
- As appropriate, tell them about the Rainbow Room for preschoolers (nursery) located in Room 201, Sunday School from 9:30–10:30 a.m. and the location of the restrooms, first aid kits, coffee station, and Rainbow Room.

Beginning of service

- Stay at your station through the prelude and announcements to welcome any latecomers.
- When the ushers are ready to close the doors, you may also come in, but stay alert to any late-arriving visitors.

In case of emergency

- First aid kits and AED (defibrillators) are located on each floor in the hallway to the bathroom.
- If any item is used, it is important that church staff or Pastors are notified so maintenance and restocking of supplies are completed.
- There are a total of three AEDs and first aid kits in the church building.
- Section order. The nave has four sections of pews: Choir, Left, Middle, Right

Additional duties to consider

- Support Ushers with an assist in evacuation due to an emergency.
- Support Ushers to ensure 911 is called when an emergency response is required.
- Support Ushers to bring or instruct someone to bring an AED/First Aid kit to a patient needing help.
- Support Ushers to direct crowds away from a patient in an emergency.