



## **Usher Team Role Responsibilities**

### **Our Mission**

To reintroduce people to Jesus and the life that he offers

### **Our Vision**

To see God transform us into a community of grace, living out the purpose and personality of Jesus in our world.

### **Our Goals (How we live out our mission and vision)**

1. Eliminate distractions for guests that will keep them from being re-introduced to Jesus.
2. Help guests to feel valued - to know they matter to us because they matter to God.

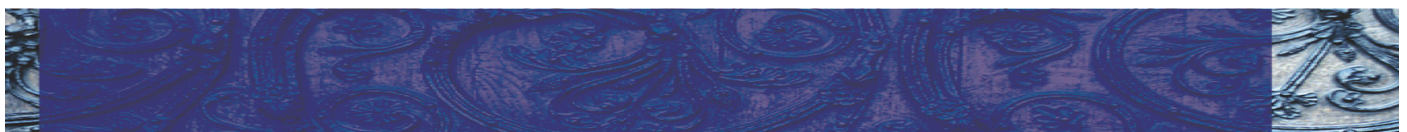
### **Usher Team Member Requirements—**

- Be an active worshipper at Southside Fellowship.
- Have a good overall knowledge of the buildings and general schedule information or be willing to learn.
- Be a friendly, smiling person who enjoys serving others.
- Have an attitude of friendliness and concern for others.
- Be a good team player, committed to serve with your team.
- Finally, you need to be sensitive to how others see our church by looking at it through their eyes.

### **Expectations**

- Serve with team once every 4 weeks.
- Find replacement if unable to serve during scheduled time.
- Plan to be on duty through both Worship Services.
- Attend FIT training classes as offered. These classes are focused times to encourage you and to help you become more effective in your service. It is an expected part of serving on the Usher Team.
- Support FIT guidelines and procedures.

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## Communication

The preferred form of communication is email. Critical information such as weekly updates, team rosters, and serving schedules are distributed by email. Please make sure that the church has your accurate email address.

## Day of Service - What do I do?

- Report outside the East Worship Center doors by 8:20 am on Sunday mornings for community prayer, focus and team plan.
  - Retrieve name badge from attaché located on the counter located outside the East Entrance into the Worship Center. Be sure to wear it throughout the entire morning. This identifies you as FIT member.
  - Receive assignment and head to your post.
- Focus on others – not yourself. Limit conversations with friends and other FIT members by saying, *I'm on duty now, let me talk to you later.*

## Door Greeter Specifics

- Greet every person coming through the doors.
  - Shaking hands is not required – read body language.
  - Distribute bulletins or handouts.
- Learn to spot guests and know what the next step is which could include –
  - answering questions and/or taking (never pointing) the guests to another team member who can help them or answer their questions.
  - Offer assistance to parents with young children directing them to a Hospitality Team member.
- There should be a minimum of 2 greeters at the auditorium doors. If no one is there to hold the door with you, ask your team leader for help.
- Close the doors when the main flow of people has ceased.
- Remain at your post 15 minutes after the service begins; longer if traffic flow dictates.
- Return to your door position immediately following the service to hold the door for those leaving.

## Usher Specifics

- Be positioned at the rear of the aisles 10 minutes prior to service time. Serve as greeters at that time.
- Approximately 5 minutes prior to service time move down the aisle to assist people with seating, even if the room is not crowded.

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- Remain at your aisle through the beginning of the service as people will come late.
- If a section is full, move to the rear of the aisle to direct people to other sections.
- Remain at the rear of the aisle during service element blackouts to prevent people from seating themselves and disrupting those already seated.
- Watch the flow of traffic and encourage people to move to sections with open seating.
- Space ushers along the back of the seating sections to keep people moving. It is important to have ushers spaced evenly all the way around the back of the room so guests will know how to get to the ushers who will find open seats.
- Seat ushers at the back east and west doors throughout the service to assist those exiting or entering.
- There will be no exit or entry through the side east and west doors once the service begins.
- Collecting the offering – we currently need 10 people. Be certain to stay in your aisle until all the offering plates have been retrieved. The head usher should escort the offering to the counting room with one other person.
- Maintain order in the services, minimizing distractions and interruptions.

### **Scheduling/Conflicts**

- Serving schedules are distributed bi-annually (May-October, November-April). Schedules are usually distributed 2-3 months in advance.
- If you have a conflict with a date that you are scheduled to serve, please use your Team Roster to find someone who would be willing to fill in for you. Once you have found a substitute, please contact your team co-leader to let them know of the change.

### **Emergency Procedures**

- In case of evacuation, assist classroom teachers with evacuating their classes and moving them to the designated staging areas. An Emergency Response Team will be responsible for clearing the building.

### **Dress Guidelines**

- Business casual
- Please NO chewing gum
- No short skirts, heavy perfumes, plunging necklines, shorts, tank tops, tight or see-thru clothing
- Nothing that might distract from the worship experience

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