



NEW CREATION CHURCH

CHRIST MAKES ALL THINGS NEW
BIBLICAL ROOTS, HISTORICAL WORSHIP, MISSIONAL FOCUS

Minister of Hospitality (Usher) Training

First of all, THANK YOU for wanting to serve our newcomers and parishioners on Sunday morning. You are the front line, and you represent one of the first experiences guests will have with us on Sunday morning. Right from the get-go, we want to convey a community of welcome, generosity, and hospitality, all in Jesus' name.

Hopefully the below will give you a good outline of your responsibilities on a Sunday morning. Two ushers + a junior usher should be assigned to every service, based on a monthly schedule. Our head usher, John Crews, maintains the schedule and sends this out to all ushers as needed.

Before the service:

- Arrive by 9:45 am.
- Set parking cones out at either end of the parking lot. Set pedestrian cones on either side of the road.
- Set out A-frame welcome sign by sanctuary main entrance. Please ensure folks enter through the main sanctuary, not the disable entrance, since this could disturb PCH's service.
- Sweep front vestibule as needed.
- Ensure sanctuary lights (ceiling and side) are all on. Ensure narthex lights (breaker box) are on.
- Adjust sanctuary heating/cooling, if needed (runs on program as long as it is not adjusted).
- Ensure sanctuary door to hallway remains closed from 9:30 onward (if not, we could be disturbing PCH's service).
- **Ensure the organ doors in the choir room upstairs (Haitian Baptist sanctuary) are closed. If they are not, we will hear them!**
- Stand by the main entrance and first set of doors (**important: front doors kind of stick – help people with this**), ready to greet worshippers, hand them a bulletin, and orient them to our space (e.g. tell them where to find the sanctuary, the nursery, and the bathrooms).
- Assist disabled parishioners through the side entrance as needed.

- If a person is a newcomer (**important: call folks a newcomer, not a visitor!**), hand them our visitor's pack. This includes everything in the coffee mug, plus whatever book we're currently giving away (should be on the info table).
- At 10:10 sharp, please help parents round up the kids into the sanctuary.
- **At your direction, the junior usher can assist with the above duties as needed.**

During the service:

- Approximately 20 minutes into service, ensure that the front and side main sanctuary doors are locked. Additionally, when locking the front door, a quick check of the downstairs bathrooms should be performed to ensure that no one is hanging out down there.
- Adjust heating and cooling as needed during service.
- Play a liturgical role in the service during the offertory.
 - **During Morning Prayer:** Starting at the back, collect the people's gifts with the baskets, which will be at the back of the sanctuary, on a white linen. Give the baskets to the acolyte, who should be in front of the holy table/altar. The junior usher should assist as needed.
 - **During Holy Communion:** Same process as above, but you will need to be aware of the wine and bread bearer. S/he can simply stand up and bring the wine and bread forward **in front of you** as you make your way to the front. The junior usher can bring forward the bread and wine. If no junior usher is present, one of ushers can be the bread/wine bearer, while the other usher starts passing the baskets. Hand the baskets to the acolyte, and the family will likewise hand the bread and wine to them, as well.

After the service:

- Be sure to speak again to those who may be new or shy. For instance, ask what they liked about the service, what challenged them, what was unfamiliar, etc.
- Assist with cleaning up the sanctuary as needed (loose bulletins, coloring pages, etc).
- Ensure all lights are off in the narthex, sanctuary and fellowship hall. If others will be remaining in the building, ensure these responsibilities are handed off to them.
- Ensure the front **two sanctuary doors and the disabled side entrance** are all locked.
- Return sanctuary heating/cooling to "program" if it has been adjusted.
- **Turn off overhead heater over the front entrance (important!).**
- Ensure the sanctuary door in the hallway is locked. **Currently, Robert Hawfield and John Crews have keys for this.**
- On New Creation Feast days, ushers are in charge of setting up and rearranging the Fellowship Hall, as needed.

General Notes & Scheduling

- Please work as a team, even if you're not on schedule as usher on a particular Sunday!
- Ensure the sanctuary remains stocked with Connect Cards.
- Typically, we work by a monthly rotation. **John Crews is our head usher, and sets this schedule up.**
- Exchange phone numbers/email so that you can cover for each other when you're out.
- If the designated person isn't present on Sunday morning, please save the day and jump in!
- Please be "first responders" if there is an issue during service. Examples: loud alarms, noises, a disruptive person. Anything out of the ordinary!