

Bethel Church

Greeting Ministry Manual

Thanks for joining the Greeter team at Bethel!

1. VISION AND PURPOSE OF THE GREETING MINISTRY:

Greeters help us fulfil Bethel's mission to love God passionately and serve others significantly on Sunday mornings. They welcome all into the church in a genuine and loving way so that not one person leaves without having connected in some depth with at least one Bethel attendee.

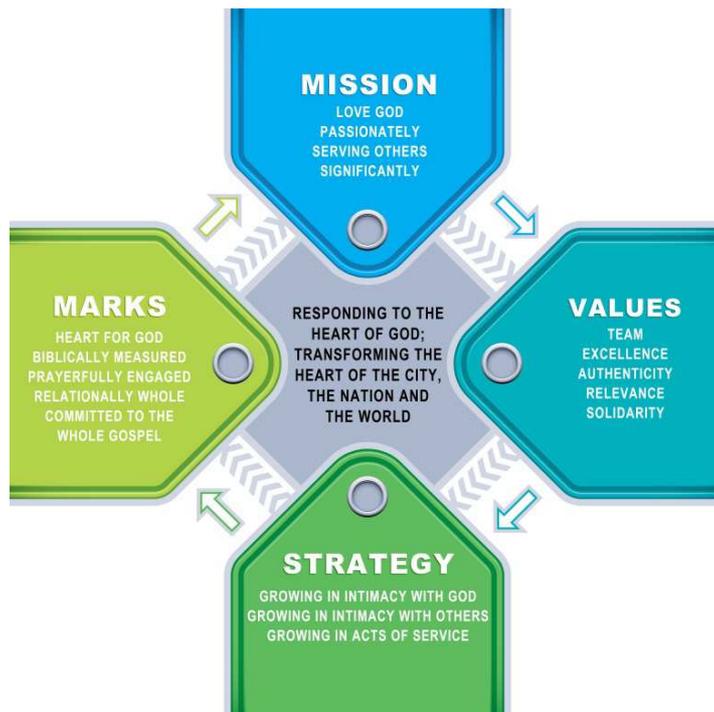


Fig. 1 – Bethel's Vision Pathway

As you can see from our Vision Pathway above, these are Bethel's values:

- **Team** ('we' vs. 'me')
- **Excellence** (not 'so-so' but 'bravo')
- **Authenticity** ('permission to speak freely')
- **Relevance** ('updated' vs. 'outdated')
- **Solidarity** ('being FOR people, being WITH people')

2. QUESTIONS ABOUT THE GREETER MINISTRY:

Have any questions? Feel free to talk to your team captain, or contact one of the Co-coordinators for the Greeting Ministry:

- **9 am service:** Monica Stewart, monicastewartkingston@gmail.com, work 613-533-3167, home 613-384-3430

- **11am service:** Stefanie de Jong, stefanie_dejong@yahoo.com, cell 613-888-1223
- **Church staff contact:** Carmen Gauvin-O'Donnell, Church Administrator, betheladmin@cogeco.ca, 613-542-2990

3. REQUIREMENTS FOR GREETERS:

As volunteers at Bethel, we ask you to:

- be interviewed by one of the Greeter Coordinators
- fill out a Volunteer Application Form if you are a new volunteer, OR
- fill out a Returning Volunteer Form if you served anywhere in ministry last year
- submit a police check with a Vulnerable Sector Check every three years. As a church body, we work with children youth and vulnerable persons. You will be reminded when you need to submit a new one
- undergo Plan to Protect training and refresher training on a yearly basis

4. COMMUNICATION WITH GREETERS:

E-mail is our main way of communicating with greeters - if you do not have access to email at all, other arrangements will be made to contact you.

The coordinators of the Greeter Ministry will occasionally send out schedules for you by email.

Team Captains will send a reminder to their teams the week that they are "on", with any other pertinent information.

You may also receive emails from Bethel staff communicating last minute changes or special events that change the regular routine.

Please check your e-mail regularly in the week prior to your dates. If you change your e-mail address, contact the coordinator of the service you are participating in.

5. THE ROLE OF THE GREETER:

The Greeting Ministry is **not just** about handing out bulletins and taking up the offering:

- It's about service to the congregation and visitors - your heart for service *and excellence* is often the first thing a new person will see when they come to Bethel!
- It's also about safety: if a fire alarm goes off, do you know what to do? What if you saw a man you've never seen follow a child into one of the bathrooms?

- Your service will be a “work day”: you can expect to miss a lot of the service during whatever time slot you’re in. That’s why we have several Greeter teams, so that you’re not “working” more than about 1 Sunday every 3-5 weeks. And during the school year, you can also attend the other service to make up for it!

a) BEFORE THE SERVICE

- arrive at least 20 minutes prior to the service
- Put on your “Greeter” tag – Greeter name tags are kept upstairs in the office at all times to avoid misuse/loss. Captains will bring the right number of name tags down for the rest of the team.
- Read through the service order and the bulletin so you know what will be happening
- Confirm that the doors have been unlocked, windows opened etc.
- If someone arrived early and is already seated in the sanctuary...
 - o make sure they have a bulletin
 - o see if they need anything before the service starts, especially if they’re new!
- Make sure the 2 last rows of pews in the center section are roped off. The two last rows of pews are roped off to allow late arrivals (a lot of whom are new people) to be seated once worship has started without them feeling embarrassed because they have to walk all the way to the front. Remove the ropes once worship starts.
- Have 2 greeters at the inside doors, handing out bulletins. Greeters at the sanctuary doors can also hand out bulletins as needed and they should maintain awareness of where there are spots to seat people, as well as of the status of the balcony.
- After the beginning of the 9 am service, children go directly to Waumba Land and UpStreet. Watch for new families and let them know where to take the children. Some families may want their children to remain with them for worship, that’s okay too.
- The nursery is open for both services. Families may need direction how to get there.

b) DURING THE SERVICE

Your team captain will direct you as to your exact duties on a given Sunday.
But as a rule:

- One greeter stays in the foyer at all times to welcome late arrivals, to keep an eye out for any concerns (people hanging about etc.) and to limit access to the office area upstairs
- 3 greeters take up the offering
- 1 greeter goes to the side door (the East Wing Entrance) 5 minutes before

- service starts and stays there for the remainder of the service
- After the offering, two greeters walk around the church for safety purposes:
 - o Take a look into each classroom/nursery to ensure everything is ok (no need to actually enter)
 - o Check all the bathrooms (the only adults who should be using the downstairs (UpStreet) bathrooms during services are the Sunday school staff). All others should be told to use the main foyer bathrooms. An accessible bathroom is located near the gym.
 - o Go upstairs and check out all the rooms there as well.

 - If someone comes in late and needs to be seated:
 - o lead them to a seat (unless the church isn't busy yet and they are easily able to see spaces in the pews).
 - o If the church is very full, you may need to walk down the aisle, find them a spot and then walk back to them and escort them to the seat. Do anything you can to make walking in late as comfortable as possible.
 - o Check the balcony periodically to see what the seating situation is so you can inform people who are planning to head upstairs
 - o Feel free to ask someone already in a pew if they can shuffle over a bit so the newcomers can sit.
 - o If necessary, before the service begins, don't hesitate to tell a staff member or worship leader to ask the congregation to squeeze in.

c) AFTER THE SERVICE

- Two Greeters stay in the main foyer to say goodbye as the main crowd leaves, invite people to Coffee and Conversation. Follow up with any newcomers you may have met after the service for questions, comments, or a chat.
- Collect used bulletins left behind in the pews. Set bulletins that can be re-used on the foyer table, others can be recycled in the box in the foyer. Collect colored inserts regarding advertised activities/events and place them on foyer table for future use. Also pick up any Communion cups on Communion weekend.
- Once most of the crowd has left, check with the team captain to make sure nothing else is needed – then you're done!

d) COMMUNION AND OFFERING

a. COMMUNION

- is the first Sunday of each month, unless notified otherwise
- Greeter teams can assume others will serve communion except occasionally when the greeters themselves will be told to serve

b. OFFERING AND OFFERING PLATES

Six plates are on the shelf in the main foyer:

- Two are placed on the right front corner of the stage floor
 - Two are placed on the left front corner of the stage floor
 - One each are placed at the top of each of the stairs to the balcony
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- The offering is placed in a bag in the office supplies room upstairs.
 - Offering **must** be handled by two persons (team captain, one witness)
 - Orange cards are to be placed in Amy's in box on her desk in the office
 - The monthly benevolent offering is placed separately upstairs in the office supplies room, to be counted later by staff, same two-person procedure
 - Any other items placed in the plates are given to the person for whom they are intended or in Amy's box **with an explanatory note** (i.e. "Steve Dickey asked me to pass this on to Pastor Mark")

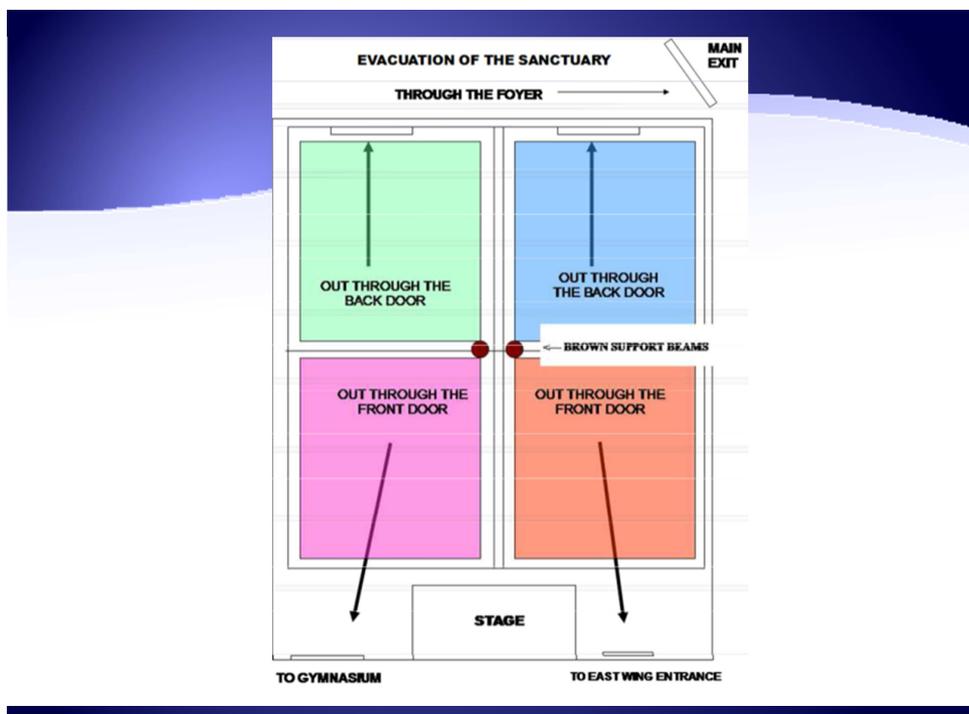
6. SAFETY AT BETHEL

a) Fire safety - if the fire alarm goes off during a service:

- The evacuation assembly area for the congregation is the **METRO STORE PARKING LOT** one block over
- Two Greeters are to ensure that people in the sanctuary leave in an orderly and safe manner.
- Two others will stand, one at the corner of Johnson and Barrie, the other at Brock and Barrie to direct the congregation to the Metro.
- The children will be looked after by Sunday school staff and elders/deacons and will be brought to the Metro store parking lot to meet their parents.

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b) Bethel Evacuation Plan – Sanctuary:



c) Safety of children and vulnerable persons

During services, anyone could come in by the side door or front doors, without us knowing about it. The safety of our children and vulnerable persons demands that we remain vigilant, but polite.

- If you see someone you don't recognize hanging out outside the sanctuary area during a service (i.e. anywhere but in the sanctuary), ask them if you can be of assistance. Make sure you're satisfied with their answer before moving on.
- See a child walking around that probably shouldn't be? Ask them where they're going and make sure they get there.

7. ROLE OF THE TEAM CAPTAIN

- ability to roll with change, pick spare ushers at the last minute
- ability to be comfortable in awkward situations and be diplomatic (i.e. asking parents to step outside if baby is crying as Mark can get distracted)
- talk to the Chief Ushers as soon as team issues come up

Last updated: 03 Oct 14

- send out an e-mail reminding others on the team of upcoming usher duty/special events
- get name tags the week their team is on
- let Carmen know if switching a shift in case she needs to send the new person in charge information for the upcoming week.
- assign who on the team does what, based on the team members' skills
- if there is a student on the team, encourage the student to look after the upstairs where the students generally sit
- encourage connecting with new people and introducing them to others in the church