

GREFC Usher Duties

Thanks you for serving as an usher! You play an important role in our church and we appreciate all that you do. An usher may be the only person a new guest talks to during their entire time in our church. Ushers have a great chance to be the face of our church each time you serve. In general, your attitude should be welcoming, friendly, and helpful.

SERVING TIMES

- During regular Sunday morning services, ushers serve for **both services**.
- **Arrive by 8:45** except in the winter, where you should arrive around 8:15 to help clear walkways.
- Your **main duties are at the beginning of each service** until the sermon starts, however be available in case help is needed (like directing crying or disruptive children to the nursery or children's areas).
- If you are not attending the second service with your family, **you may depart after the pastor has started the sermon and attendance is taken** if it is apparent that there is nothing left for you to do.

PRAYER

We encourage the two serving ushers to meet together prior to the first service to pray for the service and the people that come through the door. You are fulfilling an important role as a helper of others.

BULLETINS

- Each week the office prints 120 bulletins. Most services are equally attended, with slightly more in the 2nd service during the school year, and slightly more at the 1st service during the summer. **Apportion bulletins for each service appropriately, and for each entry point.**
- **Please read the bulletin** before you serve so that you can knowledgably answer any questions directed your way.
- **Station yourselves inside the worship center** doors at the foyer and nursery hallway so that you can help direct seating if needed.
- Hand out **one bulletin per family** or to whomever asks specifically for one.
- Please **inform the office** if the ushers run out of bulletins and we will consider printing more from there on out.

SEATING PEOPLE

When seating becomes 80% full, people feel like the space is uncomfortably full. While our services currently run 60-65%, they can feel quite full because many do not choose to sit in the front 2-3 rows.

Visitors like to slip in to the back rows and those are often the most full. We WANT visitors to find a place and not be discouraged by how full it is. Therefore, it is very important that you help create the space needed.

- Encourage regulars to consider **moving up a row**.
- Encourage regulars to **move toward the wall** in the outer sections.
- While handing out bulletins, be sure to **scan the available seats**. This is especially important when the congregation is standing during worship when it is hard to see open seats.
- If people are in the back scanning for a place to sit, **direct them to open spots**, or **create more open seats** by asking seated people to move over.
- **Bring in extra chairs** if necessary.
- In cases of **extreme crowding** (like on special holidays) set up chairs outside the main Worship Center doors and leave the doors open so those sitting can see/hear what's going on in the service and participate in worship.
- **Ensure the least disruptions** to worship and prayer times. Hold people back from sitting until between songs and after prayer.

ATTENDANCE

We use attendance of both adults and children/students to help us anticipate budgeting and space needs. An accurate count is crucial. Record attendance on the provided worksheet (with the bulletins at the beginning of services)

- Please **wait to count until children are dismissed** to their classes after the first set of worship songs.
- In addition to everyone in the worship center, **count all adults**, including teachers and helpers, **all children including babies** in the nursery, and **all students** in Brick class. This includes worship team (but only count them for one service).

DURING THE SERVICE

While you are not required to stay for the entire length of both services, it is helpful if at least one usher remains inside the worship center to:

- **Address any needs** that come up during the service (disruptions or unexpected incidents).
- **Help any people who are very late.**
- **Ensure the least disruption** to the service.

BETWEEN SERVICES

We realize there isn't much time between services. However, if you are able please:

- **Gather used bulletins and Connect Cards** that are left in the seats between services.
- **Tidy the rows.**
- **Take left behind things to the lost and found** in the Nursery hallway.

NEW PEOPLE

Whenever possible, please make note of new/newer people. Introduce yourself and ask if they need any help.

- If they have babies/children/students, **direct them** appropriately. There are cards with all of our children/student options. For your reference:
 - Nursery accepts children ages 0-36 months only. Sign-in and Sign-out is required.
 - During 1st service, children ages 3 through 2nd grade are encouraged to check out Pathfinders 1.0.
 - During 2nd service, children ages 3 through 5th grade are encouraged to check out Pathfinders 2.0.
 - Registration is not required for a visitor but it is helpful.
 - BRICK Bible instruction class is for 6th and 7th graders.
- **Encourage them to check out the Welcome Center** when the service is over.
- **Help them find a seat**, hopefully near the back (visitors sometimes like to make a quick exit.)

FINDING A SUB

We realize you may not always be able to make your scheduled day. Ushers **are responsible for finding their own replacements** (contact information is on the schedule). If you are unable to find someone, please let the office know.

TRAINING

While this sheet explains most of the usher's duties, it is always helpful to have hands-on instruction and to get to know the other ushers and learn from one another. For this reason, **we highly encourage all ushers to attend the annual training** which will be held sometime in the first quarter of each year.

Lastly, please remember that during the service, **YOU are in charge of the orderly conduct of the service** and the main source of help. Anticipate, be attentive and alert, direct people firmly with kindness. Don't assume "someone else" will take care of it.