

Big Beaver UMC Greeters

Guidelines and Responsibilities

1. **Recognize Hospitality as a Ministry.** Hospitality is at the core of the Gospel.
2. **Greeters** We desire our greeters to view their service as a HOST at God's house. Think of the work you perform in God's House as though you are hosting visitors in your own home.
3. **Start Time.** Arrive 20 minutes prior to the published worship service time to which you have committed to or have been assigned to serve. For example arrive at 8:40 for the 9:00 am service or 10:55 for the 11:15 am service. During special Summer Worship time, please arrive 20 minutes prior to the start of the service. For special services, such as Christmas, Easter, children's programs, please plan to arrive 30 minutes prior to the worship service.
4. **Wear Name Badges.** Greeters are to wear their name badge and the GREETER name badge found on the name badge board so visitors can easily identify our greeters.
5. **Begin Greeting.** Greeting begins 20 minutes prior to the start of a service and is to continue until 5 minutes after the beginning of the service.
6. **Be Clear.** Convey a clear invitation and statement of welcome to ALL attendees. Examples include: "Thank you for coming this morning / today / afternoon / tonight", or "Thank you for joining us in worship this morning / today / afternoon / tonight."
7. **Be Pleasant and Smile.** Remember to Smile and Be Pleasant while greeting.
8. **One Job and Only One Job.** During the time you are scheduled to be a Greeter, it is good to remember that being a good Greeter is your only job and it is the job God has called you to serve.
9. **Helping Newcomers and Visitors.** Make sure that newcomers are personally escorted to the nursery, classrooms, coffee hour, etc. Do not just point the way or give directions.
 - a. Greeters may enlist the assistance of the welcome center.
 - b. One Greeter should escort the newcomer to their destination. Whenever practical, the escort should introduce the newcomer(s) to the person working the job at the destination point. The other Greeter is to remain stationed at the door while the escort Greeter is helping a newcomer.
 - c. If a second newcomer needs assistance while one Greeter is already escorting someone, first greet them and then ask the additional newcomer(s) to wait a moment and inform them you will assist them shortly.
 - i. Once the second greeter has returned to their station either Greeter can escort the newcomer. Or
 - ii. Ask a regular attendee to escort a newcomer to their destination.
 - iii. As a last resort the second Greeter may need to leave their station unattended to help a newcomer.
10. **How Many Greeters.** Whenever possible, two Greeters are to be stationed at the door normally used as an entrance or exit.
11. **Where to Stand.** Locate and stand in an area near the front door in a manner so as not to impede ingress or egress.
12. **Shaking Hands.** Extending your right hand to shake hands with people is a good practice and be mindful that shaking hands is OPTIONAL. Not all people desire to shake hands, though most will. Our culture and tradition is to shake hands with

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- the right hand. Right hand shakes can be cumbersome. It may be practical to shake hands using your left hand or to shake the left hand of the person you are greeting. For example, if a parent is carrying a child in their right arm, to shake with their right hand it may require the parent to reposition the child. This repositioning may be impractical and can be frustrating for people. Hand shaking is OPTIONAL and often can be replaced with a gentle touch or tap to the shoulder or a simple nod of the head.
13. **Be of assistance.** Help those with small children and those that require physical assistance in entering the building. Go to the assistance of those who pull up to the curb at the front door, in order to let someone out of the car.
 14. **Thank Everyone.** Thank ALL persons including youth and children for coming to worship at Big Beaver UMC. This thank you should be given when people are coming into the building and again when they are leaving. Say, “Thank you for coming this morning / today / afternoon / tonight”, or “Thank you for joining us in worship this morning / today / afternoon / tonight.”
 15. **Are They a Visitor?** If you think a person is a visitor and you are unsure if the person is a member or visitor say, “I don’t think we’ve met before ...”
 16. **What About My Friends?** If your friends want to stop and talk, please tell them you are “ON DUTY” and will be happy to catch up with them later.
 17. **Substitutes.** If you become aware prior to your day of service that you will not be present or able to serve your commitment, please find a substitute from the greeter roster. If you are unable to find a substitute please contact the greeter coordinator.