

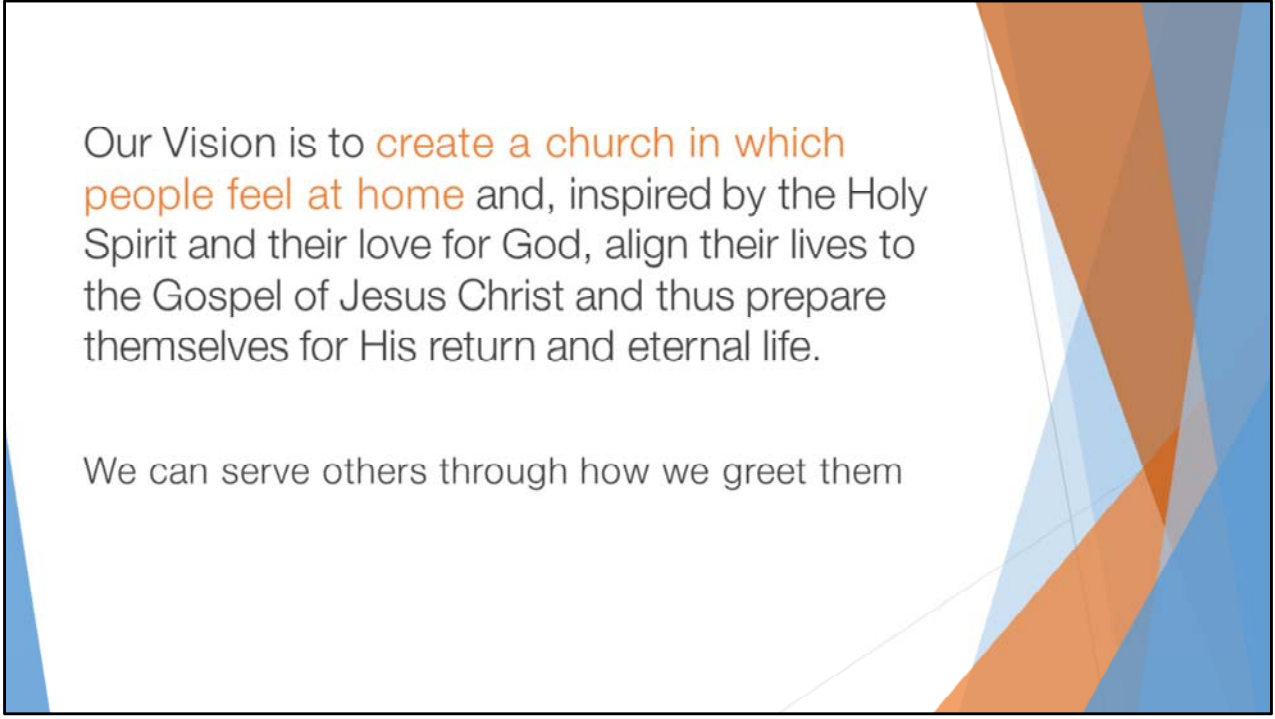


# Greeter Discussion

CONGREGATIONAL DISCUSSION EVENING



**Why is greeting important?**



Our Vision is to **create a church in which people feel at home** and, inspired by the Holy Spirit and their love for God, align their lives to the Gospel of Jesus Christ and thus prepare themselves for His return and eternal life.

We can serve others through how we greet them

**Why is this important?**

- Our Vision Statement says to create a church in which people feel at home – this effect starts with reaching out to all people (guests and members) through greeting in church
- We can serve others through how we greet them



## Guidelines for Greeters and Ushers

Hand out the one-page guidelines for Greeters and Ushers. Review the definition and differences.

## Greeters

### The Basics

1. Arrive early to church.
2. Greet guests and members.
3. Provide personal direction to childcare, restrooms, sanctuary.
4. Help people feel welcomed through warm smiles.

### Highlight the following points:

- Once you have made a person feel welcomed, the second part of your role is to direct them into the sanctuary so they can participate in the worship and divine service experience. Save in-depth conversations for after service.
- You are not “just a greeter” – You are the hands and feet of Jesus to our guests. That may mean picking up trash, walking a guest to their seat, carrying in a diaper bag for a mom, praying with a guest, or any other opportunity the Lord brings your way. If you see a need, please meet it!

## Ushers

### The Basics

1. Arrive early to church.
2. Greet guests and members as they enter the sanctuary.
3. Provide personal direction and resources as necessary.
4. Help people feel welcomed through warm smiles.

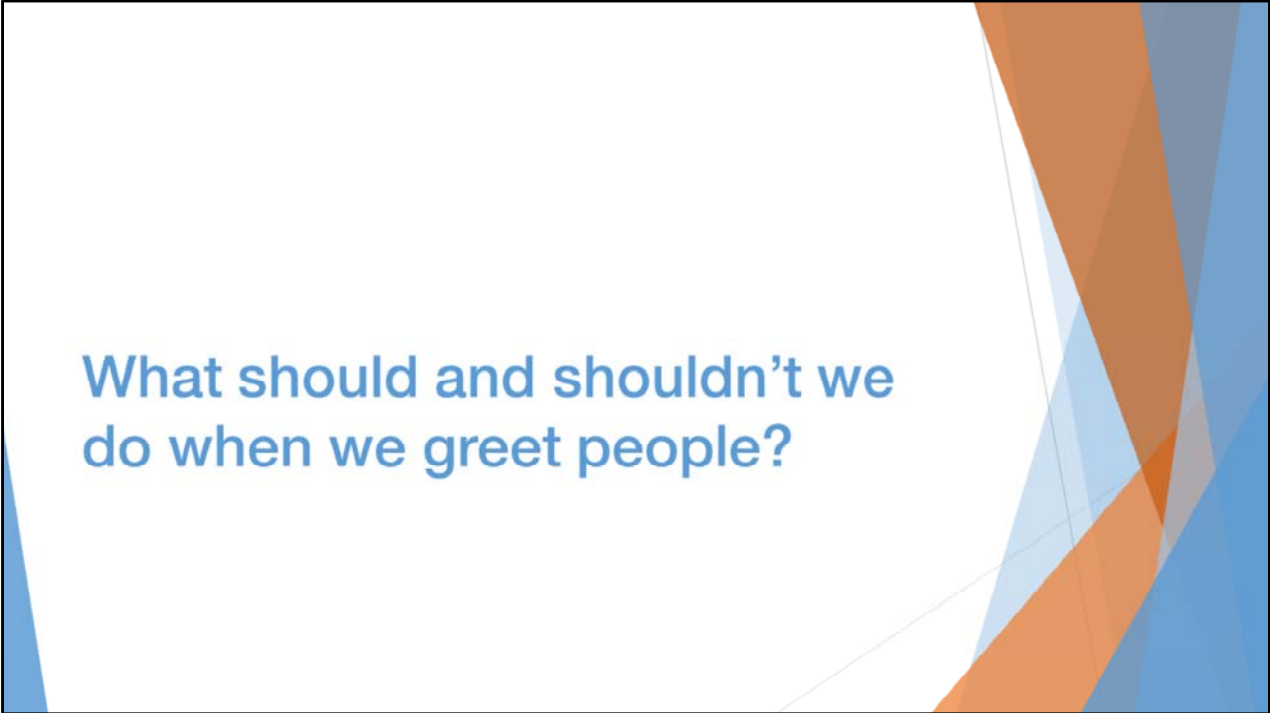
### Highlight the following points:

- Assist members and guests in finding seats. Feel free to accompany guests to a seat, so they feel more comfortable.
- Remember as you are serving not to be a distraction to those who are worshiping. During the divine service, and specifically during sacramental acts such as the absolution and consecration, your role is to make sure there is a peaceful atmosphere with no distractions (be especially aware of your own movements during this time – walking around should be VERY limited).
- You are not “just an usher” – You are the hands and feet of Jesus to our guests. That may mean picking up trash, walking a guest to their seat, carrying in a diaper bag for a mom, praying with a guest, or any other opportunity the Lord brings your way. If you see a need, please meet it! Be sure that your attitude towards members and guests reflects that of a servant.

## Greeters and Ushers

Actively participate in worship, the divine service experience, and the sacraments.

Don't forget that the main reason you are in church is for your own spiritual growth. Even though you are fulfilling your role as a greeter or usher, you should still actively participate in worship, the divine service experience, and the sacraments.



What should and shouldn't we do when we greet people?

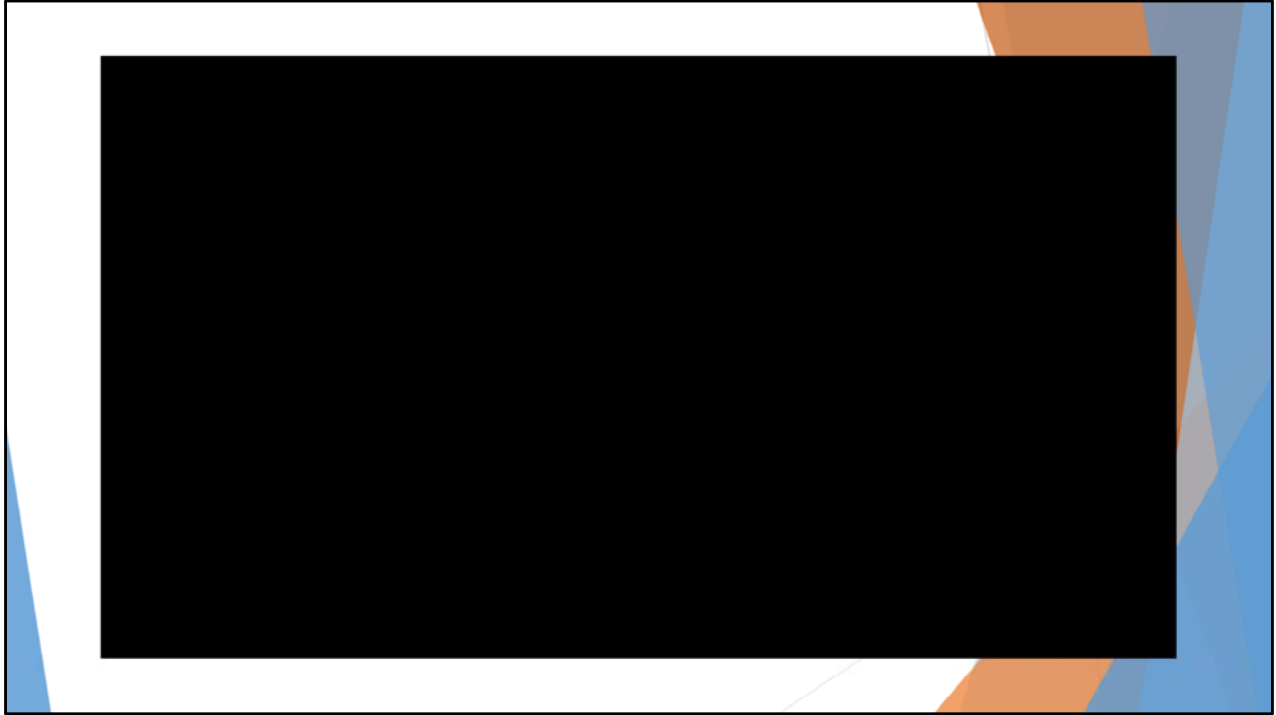


**NOTE:** these videos were made by other churches, but the content is relevant to our discussion.

## Discuss the video

- ▶ Don't only talk to and greet your friends or people that you know.
- ▶ Don't make people feel bad for what they chose to wear to service.
- ▶ Don't confuse the guest about where to sit.
- ▶ Don't be overwhelming, too aggressive, or touchy.

- Don't only talk to and greet your friends or people that you know.
  - **Instead, greet every person that walks through the door, making sure that anybody new gets a Guest Booklet and knows where to go from the front door (the sanctuary, the bathroom, the children's area, etc.).**
- Don't make people feel bad for what they chose to wear to service.
  - **Instead, express that you're happy that they are there.**
- Don't confuse the guest about where to sit.
  - **Instead, help them find a seat. Ensure that they're not sitting by themselves. (This may be the usher's responsibility, not the greeter's.)**
- Don't be overwhelming, too aggressive, or touchy.
  - **Instead, be polite and friendly.**



**NOTE:** these videos were made by other churches, but the content is relevant to our discussion.

## Discuss the video

- ▶ Don't ask people if they're new, why they're at church, or why they haven't been there in a while.
- ▶ If you're the greeter, pay attention to those coming into the building (the people you're supposed to be greeting). Don't spend time on your phone.
- ▶ Don't hug people if you don't know them.

- Don't ask people if they're new, why they're at church, or why they haven't been there in a while.
  - **Instead, thank them for coming and tell them you're happy to see them.**
- If you're the greeter, pay attention to those coming into the building (the people you're supposed to be greeting). Don't spend time on your phone.
  - **Instead, be attentive to all those who walk into the church and keep your phone in your pocket.**
- Don't hug people if you don't know them.
  - **Instead, say hi, shake their hand, and introduce yourself. Keep it simple.**



**Let's do some role-playing!**

Now it's your turn! In pairs of two, act out the following scenarios, where one is the greeter and the other is the guest. The greeter should use the tips just talked about in this discussion.

## Greeter scenarios

- ▶ A teenager comes into church with one of their friends (who is a member)
- ▶ A married couple in their 30s comes into church
- ▶ A mother comes into church with a baby, toddler, and 7-year-old
- ▶ An older woman in her 70s comes into church by herself

**After role-playing these greeting scenarios, talk amongst the whole group about what worked, and what didn't.**

## Discuss:

1. Why is greeting important?
2. What are some things we shouldn't say or do when greeting?
3. What are some appropriate things to say or do when greeting?
4. How is greeting currently a part of your congregation?
5. What steps can you take to improve greeting in your congregation?

1. Why is greeting important?
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5. What steps can you take to improve greeting in your congregation?
  - a) **Does it make sense for your congregation to form a Greeter team?**
  - b) **If you would like to take this process farther, please see the congregational Welcome Strategy document. It might make sense to plan another evening with your Greeter team to go through this.**