

Hope Worship Servant HELPS ... for Ushers

Ushers are ministers of hospitality to all who come to Hope to worship.
While the pastor may lead worship from the front,
the usher leads worship from the back.

EVERYONE at Hope is called to help welcome worshippers and help them feel at home, but at each service the Usher Team leads the way.

Usher Guidelines:

- Arrive at church at least 20 minutes prior to the start of worship. **Sign in on the Worship Servant Sheet at the Usher table.**

Put on your “Usher” badge (in the basket on the Usher table) and a name tag.

- Bulletins for each service are in baskets on top of the Usher table. Other usher supplies (attendance sheets, pencils, etc.) are in the drawer of the usher table. There's also a folder marked "Worship Assistants". On top is a list of all that Sunday's worship assistants; inside are copies of the lessons for the readers.
- Check bulletin and bulletin inserts to be sure you know what's happening that morning.

Ushers know what will happen in worship so they can help others fully participate in our worship as much as they are able.

BEFORE WORSHIP

- Check nametag supply on Usher table. Extra nametags are in the back of the name tag box or in the drawer of the usher table.
- Make sure chairs are straightened and in order. Be sure all is picked up and ready for worshippers (nothing left on chairs or on floor from previous service). Place left-behind items on one of the benches in the entryway or on a Fellowship Hall table for those who may return to find them.
- IF there are blank spots on the Worship Servant list for your service OR someone has not signed in, PLEASE help to find replacement servants (e.g., if reader has not arrived as worship begins, you ask someone else to read the lesson OR only 2 people are listed and checked in to serve communion so you ask a 3rd person to help serve.)

AS WORSHIPERS ARRIVE

- Stand near the entry doors into the Worship Center, but still inside the entryway. Please don't block the doors.
- Greet each person with a smile.
- Look directly at the person addressed and say “Good Morning” or “Welcome” Make eye contact so your eyes, hands and words communicate personal attention.
- If it is someone you don't know, you can also say, “My name is _____”

If you don't recognize them, it IS OK to say, “I don't think we've met,”
They may tell you they are members or they are visitors. Either way ...

- Let them know you are glad they are here!

Remember: the goal is to be sure people know we are genuinely pleased they're here!

Be sensitive to those visiting ... often guests will NOT want to be the center of attention.

Worship Servant HELPS ... for Ushers (continued)

Be sensitive to those visiting ... often guests will NOT want to be the center of attention. You MIGHT help them connect with someone to sit with OR simply offer to be of further help if they have any questions

****If someone is visiting and has children**, tell them

“CHILDREN ARE WELCOME IN WORSHIP. If needed, we have a "Cry Room" and invite kids at our 10:15 worship service to be part of Faith Explorers Sunday School! "

- We want to stress that visitors are welcome to participate right away!

AS WORSHIPPERS ARRIVE -- Focus on THOSE ARRIVING!!

Create a welcoming atmosphere. Do not be distracted or deep in conversation with friends.

- Provide each person with weekly bulletin and/or other items they will need to participate in worship. **Please ... give the bulletin with a smile, as if it is a gift!**
- For families with small children, point out the child-friendly bags of toys that have been placed in Kidz' Korner for "little ones". Crayons and children's bulletins (pre-reader AND reader versions) are also there.
- When needed, help worshipers find a seat, especially latecomers. With crowded services, you may need to ask folks already seated to move over to make room.
- Be alert for visitors and be prepared to answer questions or to direct them to others who can answer their question.
- As needed, direct people to:
 - Restrooms or Faith Explorer Rooms (Classroom 6 or 3) or Fellowship Hall.
 - Always assure families that children are welcome in worship. If someone gets up to leave worship with a fussy child, offer reassurance and, if they want, point them to the Cry Room or entryway. Don't frown. Smile reassuringly!
 - Changing tables are in both the Men's and Women's restrooms.

WHEN WORSHIP SERVICE BEGINS

- Pre-service music will begin a few minutes before worship time, followed by welcome and announcements from the pastor
- GENTLY, but firmly, let people in the church entryway know "Worship is Starting" Be welcoming while you indicate that excessive noise may disrupt worship.
- Continue seating latecomers.
- Close doors as service begins; open doors at conclusion of service.
- During opening song, if there is no acolyte, the usher will need to light the candles. Simply go forward with the candlelighter (found in the Altar Care room by the piano). Light the "leery" (light stick) with the lighter on the shelf, then leave the sacristy. Go up the stairs toward the center of the altar. Pause before the altar. After lighting the Christ candle (large candle on stage to left of pulpit) light the four altar candles. After lighting the altar candles, pause briefly before the altar and then leave by exiting to the side of the Worship Center.
- If there is no acolyte, usher will also need to extinguish the ALTAR candles during the sending song at the end of worship. Extinguish the altar candles first, then go to Christ candle. Light the candlelighter (leery) from the Christ candle and then extinguish the Christ candle. The "light of Christ" is then carried out of the worship center and extinguished as you arrive back to the Altar Care Room (sacristy).

Worship Servant HELPS ... for Ushers (continued)

DURING WORSHIP

- Be attentive and alert to anything that might be needed during worship.
- Ushers should NOT take a seat in worship until AFTER the opening song(s).
- Sit on the aisle in the back of church, always anticipating that you may be needed.

IN EMERGENCIES, ushers should be prepared to assist the congregation.

- Dial 911 for a medical or other emergency. Do NOT use a cell phone; it will delay response time. There is a phone on the sound board and in the church kitchen. Press '9', hear dial tone and then dial 911.
- A fire extinguisher is on the wall of the Worship Center AND in the entryway.
- As you are able, get a message to the pastor alerting them to the situation. The priority is to get life-saving help; notifying the pastor is lower priority.

COUNTING AND RECORDING WORSHIP ATTENDANCE

- From the sides of the Worship Center, shortly after the prayer of the day, count EVERYONE present in worship (pastors, musicians, children, etc.)
- Record attendance on the weekly sheet which is on the Usher table.

GATHERING THE YELLOW SHEET INSERTS

- After the message, while the congregation is singing, collect the completed Yellow Sheets from the end of the rows closest to the center aisle.

RECEIVING the OFFERING

- The offering is usually collected after the Sharing of the Peace. Occasionally it may be collected at a different time in the service. **Check your bulletin.**
- After the pastor introduces the offering, bring the offering plates forward (found on the hymnal/Bible stand in the back of Worship Center.)
- If there are acolytes, they may assist in gathering the offering. If needed, ask others from the congregation to assist, preferably before the offering has been announced.
- Be focused and respectful, not folksy or careless. Remember that the congregation is offering themselves and their gifts to God!
- Begin passing the offering plates at the first occupied row on each side of the center aisle.
- Immediately after the offering is gathered, 1 or 2 ushers (with the offering on top and the plates stacked) should stand with their backs to the double doors, holding the plates, looking forward to the pastor.
- When the pastor indicates, walk forward to hand the plates to the pastor.

DURING COMMUNION

- While communion servers are gathering at the front to receive the plate and cup, go forward and stand in the center aisle next to the first occupied row of chairs.
- As soon as the communion servers are in place, direct the congregation forward by nodding to the person seated closest to the center aisle of each row when it's their time to come forward. It is not necessary to wait for both pairs of servers to be in place.

Worship Servant HELPS ... for Ushers (continued)

- At 10:15 service, Faith Explorer children and leaders will come forward first, all on one side. Often, but now always, they go to the side on which the pastor is serving.
- If ushers notice anyone who may have difficulty coming forward for communion (e.g., someone in a wheel chair or who has difficulty walking), ask if they would like to have communion brought to them. **Be sure to direct the pastor and communion servers accordingly.**
- Ushers come forward to receive communion when everyone else has communed.
- Be certain to tell the pastor or communion servers if communion needs to be brought to someone seated.

DURING THE SENDING SONG

- Open the doors to the church entryway.
- If there is no acolyte, during first verse of sending song, go forward to extinguish candles. Pause at stair at center of aisle, go forward to altar, extinguish altar candles then go to Christ candle. Light candlelighter ("leery") from Christ candle, then extinguish Christ candle. Pause facing the altar and then carry the lighted candlelighter (leery) out of the Worship Center.

AFTER WORSHIP

- Two ushers (unrelated) are to take the offerings to the Conference Room.
- Usher supplies (zipper offering bags, cash tally sheets, etc.) are in the far right four-drawer file cabinet.
 - Count the cash, document it, BOTH ushers sign the slip and then place it in the zippered case.
 - It is not necessary to separate or sort offering envelopes.
 - Both ushers should walk the zippered offering envelope back into the Worship Center. Place it into the safe in the chair/table storage room on the right side of the Worship Center.
- Place Yellow Sheets in box on the shelf of the hymnal rack in the back of the Worship Center.
- Return offering plates to the Worship Center, bottom shelf of the hymnal rack.

- Be sure to look for, greet and/or introduce guests/visitors to others at Hope.
- Place unused bulletins in the basket on top of the Usher Table. If after 8 am service, put the basket to the back of the Usher table and place the basket of 10:15 service bulletins in the front of the Usher Table for easy access by early worshippers.
- Check to make sure the Worship Center is picked up after your service.
 - Straighten chairs.
 - Pick up all miscellaneous paper, crayons, cups, clutter.

If you are scheduled and will not be able to serve at your committed day/time, if possible, PLEASE trade with someone AND notify the Church Office at 951.676.6262.