

# **Hospitality Team Handbook Mt Zion Lutheran Church**



**Maintained by the Hospitality Team Coordinator and Pastor  
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## **General**

This Guidebook provides an overview of the Hospitality Team Ministry, and the specific duties, responsibilities, and expectations for members of the Hospitality Team supporting worship services at Mt Zion Lutheran Church. It is used for training new team members and as a reference to the team during worship services.

### **Hospitality Team Ministry Overview**

The Hospitality Team Ministry for Mt Zion is one of the primary elements of outreach as a church to newcomers as well as long-time Mt Zion attendees. The ministry purpose is to ensure each attendee to Mt Zion worship services feels welcome, knows where to go, can easily get information about Mt Zion services and opportunities, and has an opportunity for follow-up questions after the service. The ministry also provides an opportunity for team members to be part of a small group, meet members of the congregation they would otherwise not have met, and to learn about the happenings at Mt Zion. It is anticipated that the ministry will help both ministry participants and those they touch to become more active, vital members of the church.

### **Ministry Team Makeup**

The Hospitality Team Ministry is voluntary, consisting of organized teams of Mt Zion members and regular attendees. Each team remains together as a group, and includes a Team Lead and 8-12 people. The ministry team provides the following functions:

- Hospitality Team Lead (one for each team)
- Greeter (welcome people to Mt Zion, guide inside building, provide information for opportunities and services)
- Usher (pass out bulletins, assist with seating, oversee Sanctuary and Narthex during worship, straighten worship area after services)
- Scripture Reader (read assigned text during worship)
- Communion Assistant (assist with distribution of Holy Communion)
- Sound Person (have very basic understanding of sound system in case adjustments are needed before or during worship)
- Opener (responsible for opening the facility before the first service)
- Closer (responsible for closing the facility after the last service)

One Hospitality Team is assigned to provide the above functions for a morning worship service (8:15 or 10:30...or 9:00 during the summer) on their designated Sunday. Each team is scheduled to serve once each month (less during the summer and an occasional 5<sup>th</sup> Sunday). Team Leads have the discretion to manage their team for the assigned Sunday. Teams stay together throughout the year, with new members rotating onto teams as they become affiliated with Mt Zion. Each Team Lead receives information on

volunteers indicating which hospitality roles they prefer to serve in. Team Leads work with team members to make sure all hospitality functions are covered and serve in functions themselves as needed.

The only requirements for Hospitality Team membership are a friendly face, a willingness to serve, and a commitment to attend a Hospitality training class when scheduled.

## **Hospitality Team Leads**

The Hospitality Team Lead is the focal point for the team on Sunday morning. The Team Lead has the following duties and responsibilities:

- Communicate with team members to determine what tasks they are interested in doing or learning how to do.
- Schedule team members several months in advance when possible.
- Provide volunteer schedule to church secretary months in advance and communicate changes no later than noon on the Wednesday prior to the service.
- Contact team members the week prior to the scheduled service to make sure there are enough volunteers.
- Arrive at church 30 minutes prior to start of service for which their team is responsible.
- Check in with the pastor for any special instructions.
- Verify opener has completed duties.
- Check in with team members as they arrive.
- Cover any volunteer positions in case team members are late or do not show up.
- After worship ensure that Greeters are available to welcome visitors, ushers straighten worship area and closer straightens Commons, nursery and bathrooms.
- Keep an eye on everything. Try to solve problems that arise before going to Pastor.

Guidelines to assist Team Leads in providing Sunday morning assignments are provided below:

- 1 Opener (before first service)
- 2 Greeters (1 West entrance and 1 East entrance – extras can be added for special events)
- 2 Ushers
- 1 Scripture Reader
- 1 Acolyte (does not have to be a youth)
- 4 Communion Assistants (the acolyte and pastor make 6)(if rail only 2 needed)
- 1 Sound Person (someone with basic understanding of sound system)

## Opener/Closer Guidelines

### **Opening Church before first service:**

- Plan to arrive 45 minutes before service start time.
- Unlock east and west entrance doors. Keys are on magnets by doors. Unlock north Summer Street entry door.
- Open doors between Commons and Narthex.
- Turn on lights: Commons area, worship space [choir loft, altar area, pew area] hallway to nursery, hall light to downstairs, Nursery, Fellowship Hall, (Zion window is on a timer)
- Turn on sound system using wall switch first and then turn on rocker switch on receiver. Also, turn on wireless speakers by pressing button on front and holding for 3 seconds...light will turn red and then blue. These are located in narthex and in nursery.

*(Note...these will be eliminated when new sound system is installed in mid-December)*

- Turn on pulpit lamp.
- Straighten chairs and tables in Commons, Fellowship Hall and Narthex.
- Check bathrooms. Paper products, trash, debris and counters
- Put about an inch of water in the Baptismal Font.
- Check garbage cans.
- Change hymn board \* Bulletins should be on table in the narthex by the Sanctuary doors. If not, check the workroom.

### **Closing after last service:**

- At end of service assist ushers with straightening of Sanctuary and Greeters with straightening of Commons, restrooms and Nursery. Papers & Bulletins must be removed from pews and hymnals.
- Turn lights off: Nursery, office hallway, Commons (Zion light turns off automatically), Lower Level [double check], pulpit lamp, worship space – two switches located in the back of the Sanctuary will turn off pew lights, pulpit lights and choir loft. Please also turn off lights behind pulpit and kitchen areas by the exit doors near the altar and the Fellowship Hall.
- Empty water from Baptismal Font in restroom sink. Wipe dry with paper towel.
- Turn off sound system – receiver first, turn wall switch.
- Close doors/windows between Sanctuary and Narthex; close doors between Commons and Narthex; close Fellowship Hall doors; close Lower Level door.
- Lock east and west entry doors (wrench is located on magnet on side); lock north Summer Street door – pull to make sure it is locked
- If other people are still in the facility and you are leaving make sure they understand that they must turn off remaining lights and lock doors.

## **Greeter Guidelines**

Greeters are the first people with whom most church visitors or members will be in contact, so it is essential for them to be friendly, smiling people!

**THERE IS ONLY ONE "FIRST" IMPRESSION FOR VISITORS!**

Our facility has two main entrances. We need a minimum of 2 Greeters each worship service to effectively greet members and visitors.

The following guidelines are necessary for continuity:

- Arrive 20 minutes prior to service time.
- Insure there are at least 2 greeters available.
- Secure identity tags to wear for identification (visitors may seek assistance)
- At least 1 Greeter should be at the west entrance and 1 at the east entrance.
- As attendees arrive greet known members by name if possible and be aware of visitors and greet them by introducing yourself! This is a key factor in a welcoming gesture.
- Since the east entrance is the handicapped entrance these Greeters should be prepared to help in whatever way is needed.
- As needed, direct visitors to the restrooms, coat racks, Nursery, Information Center and worship area.
- Encourage visitors to take a maroon visitor folder and fill out a perforated card from the weekly announcement insert.

Important:

After the conclusion of the worship service at least 1 Greeter, preferably 2 are needed. One Greeter needs to be near the Information Center. Pastor will direct visitors to this person for more information and possibly a tour of the facility. Greeters will also monitor the Commons area to insure visitors are welcomed by members if they have questions or desire more information. Additionally Greeters before leaving will tidy Commons area, organize Commons tables and chairs, check restrooms and straighten Nursery.

## Usher Guidelines

There are four main duties of an usher:

1. Prepare the worship space and yourself for worship.
  - Arrive 25 minutes before the start of worship. Check in with the Team Lead for special directions.
  - Make sure opener completed tasks related to opening worship space (lights, sound, locks, hymn board, etc.)
  - Check pews to make sure old bulletins have been removed and hymnals have been straightened.
2. Assist with worship:
  - Greet worshipers and pass out bulletins outside entrance to the Narthex.
  - If main Sanctuary seating fills up assist worshipers by finding seating in Narthex or finding open seats in the Sanctuary. Some worshipers will prefer to sit in the Narthex rather than squeeze into a full pew.
  - Additional chairs for the Narthex are located in the north entrance area. Additional hymnals are located in the closet behind the usher chairs.
  - Provide guidance to guests who are in wheel chairs. There is room in the center aisle for wheel chairs as well as in the Narthex. Wheel chairs and scooters are not allowed on the side aisles since they block fire exits.
  - If worshipers are seated in the Narthex open the glass sliding partition windows. If parents with young children are seated in the Narthex then it might be best to keep the windows closed and use the wireless speaker in the Narthex as the main source for sound.
  - During worship check the wireless speaker in the Nursery to make sure it is working properly.
  - Noise in the Commons can be distracting, especially for those seated in the back of the Sanctuary or Narthex. If possible politely ask those in the Commons to move to a different part of the church. If necessary close the “fire” doors. Closing these doors however provides a challenge since whenever anyone uses them they make a loud noise.
  - Count the number of people in worship. This includes the pastor, organist, choir, and those in the Nursery. The best time to count is during the sermon. Record the number in the attendance log.

- During worship the two seats in the middle of the Narthex provide the best location to oversee worship. Be prepared to respond to any emergencies or special instructions the pastor might make.
  - If pew lanterns are used 1 usher should light them 10 minutes before the start of worship. The lanterns should be extinguished during the last hymn after the pastor walks to the back of the Sanctuary.
  - When the gathering of the offering is announced proceed to the front of the aisle and receive the offering plates from the acolyte. If there is no acolyte the plates will be in the front right pew or on the altar.
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- As soon as the offering is gathered return the plates to the acolyte who will place them on the altar. If there is no acolyte, place them on the right corner of the altar.
  - If Communion is at the altar rail the center extension will need to be put into place. This is located next to the front right exit door. After ushering worshipers you can take Communion, remove the extension and return together down the center aisle to the back of the church.
3. Leave the worship space ready for the next gathering.
    - Straighten hymnals and pew Bibles. Each hymnal rack should have 3 hymnals and 2 Bibles. Make sure they are upright, and facing out.
    - Check pews and floor for bulletins and other debris.
    - Straighten Narthex chairs and hymnals.
    - If there are sign-up clipboards place them on the Information Center counter.
    - If there is another service sort through recycled bulletins to see if any can be used again. If it is the last service place remaining bulletins in a recycling container. If any literature was passed out, like the Lutheran, place extra copies on the Information Center counter.
  4. Be prepared for the unexpected.
    - Medical emergencies can occur. Be prepared to call 911 or bring forward the wheel chair (located in north entrance).
    - Messes happen. Know where the custodial closet is located.
    - Severe weather is something to be prepared to respond to in case of emergency. The Lower Level is the preferred place to be in case of severe weather. If time is limited the main level bathrooms are a secondary location.
    - Be aware of the location of all fire exits, extinguishers, and fire alarm pulls.
    - Be mindful of individuals who enter the facility during worship. Sometimes they may be looking for human needs assistance. Ask them to remain until the end of the service so the pastor can speak with them.

## **Acolyte Guidelines**

### **Before the Service**

1. Arrive 15 minutes prior to the start of the service.
2. Make sure you get a bulletin to put at your spot in the front row and a worship note form with a pencil if you plan on filling out a form.
3. Check with the Team Lead about any special instructions you may need.
4. September through May, put on your robe, cincture, and acolyte cross.
5. Look over the bulletin and make sure you know what you are to do and when.

### **Lighting the Candles**

1. Five to ten minutes prior to the start of the worship service, light the candles.
2. Take the candle lighter from its hanger and walk to the front of the altar.
3. As you face the altar, make a short bow.
4. Light your wick from the Perpetual Candle on the altar.
5. Light the two candles on the altar. Pastor will let you know if the Paschal Candle should be lit.
6. Return to the center of the altar and offer a short bow.
7. Return the candle lighter to its hanger.
8. Take your seat in the front pew.

### **Offering**

1. When Pastor announces the offering, stand and give the offering plates to the ushers and have a seat. Keep an eye out for the ushers when they come up.
2. When the ushers come up the aisle (or when the last verse of the song starts, whichever comes first!), stand and receive the offering plates from the ushers and place them on the right side of the altar. Return to your seat.

### **Holy Communion**

1. Come forward with the Communion Assistants when Pastor announces to the congregation that Communion is ready.
2. Take communion from Pastor.
3. After Pastor receives the bread from the Communion Assistant, offer the wine to Pastor saying, "The blood of Christ, shed for you."
4. Collect the empty cups in the basket.
5. After Communion is finished, return to your seat with the Communion Assistants.

### **Extinguishing the Candles**

1. When Pastor leaves the altar area during the last hymn, go and extinguish the candles. Do this in the same manner in which they were lit.
2. After extinguishing the candles, return the lighter to its hanger and return to your seat if worship is not over.

## **Scripture Reader Guidelines**

Reading Scripture during worship is an important part of helping participants have a quality worship experience. It is vital that those who read Scripture feel comfortable with all the words they are being asked to read. The designated reading will be emailed or phoned to the readers by Wednesday each week.

- Reading Scripture effectively takes practice. Reading through the assigned reading out loud two or three times makes a big difference.
- If you are unsure how to pronounce a word ask the pastor.
- Readers should sit near an aisle so that they can quickly and easily get into the pulpit.
- Check the bulletin so you can be ready to move forward at the appropriate time.
- Typically the reading follows the Prayer of the Day. Upon conclusion of the prayer walk to the pulpit.
- Adjust the microphone so that you are speaking directly into it.
- Begin your reading by saying something like, "Today's first reading comes from Hebrews chapter 1." At the conclusion of your reading say, "The Word of the Lord."

## **Communion Assistant Guidelines**

Communion assistants help with the distribution of Communion. This includes distribution of bread, wine/juice and collecting of cups.

- If Communion is served from the front, around the altar, 3 people are needed. Typically the pastor distributes the bread, a confirmed adult serves the wine/juice and the acolyte carries the basket collecting empty cups.
- If Communion is served from the center aisle 6 people are needed. The pastor and one Confirmed adult serve the bread. 2 Confirmed adults serve the wine/juice, and the acolyte and 1 other volunteer hold the baskets to collect the empty cups. Basket holders should be volunteers who have received their First Communion.
- After the conclusion of the Lord's Prayer and the congregation has been seated Communion Assistants should quickly make their way to the altar area.
- The pastor will distribute bread and wine/juice to the assistants. 1 assistant will give the pastor bread and the acolyte will give the pastor juice/wine.
- Distributors of bread should say, "The Body of Christ given for you." Distributors of wine/juice should say, "The Blood of Christ shed for you."
- Distributors of bread should also give a blessing to children who do not commune. Place your hand on the shoulder of the child and say, "Child of God the Lord bless you and keep you." Or something like, "Jesus loves you child of God." Mt Zion provides First Communion instruction in 5<sup>th</sup> grade. Some children who visit may have received Communion as young children. We offer Communion to all who have received instruction regardless of age.
- Distributors of wine should always make sure there is a wine and juice option in their tray. Extra trays are located on the altar.
- Communion Assistants should stand 2-3 feet apart during distribution.
- 1 Assistant will be asked to Commune the organist and any worshippers who are not able to come forward.
- When finished, before returning to their seats, Assistants should gather in front of the altar railing and offer a short bow.

## **Sound Person Guidelines**

Each service should have one person present with a basic understanding of the sound system. This is important in case adjustments need to be made during the service.

- The openers and closers will turn the system on and off. The system is turned on with two switches in the front of the Sanctuary across from the sink.
- The pulpit microphone should always be on.
- There are two wireless headsets. There are two handheld wireless microphones. There are three wireless speakers (only two are used on Sunday mornings - one in the Narthex and one in the Nursery). There are two balcony piano microphones. There are several wired handheld microphones which are used with special music or when someone reads from the balcony.
- The sound levels for all microphones are controlled by the top sound board with slides located next to the organ.
- The two wireless headsets and two wireless handhelds are battery operated. They take two AA batteries. Replacements are kept in the pulpit. They are changed monthly before the first Sunday of the month.
- Before each worship service the Opener or Sound Person should do a sound check on all devices going to be used. During the service the Sound Person should be prepared to make sound level adjustments as necessary. If the choir is singing a member of the choir could be asked to make sound adjustments. The Sound Person does not need to sit in the balcony during worship.
- One wireless headset and one wireless handheld are kept in the pulpit. One wireless headset is kept in the pastor's office. One wireless handheld is kept in the balcony.