

# Mary Queen of the Holy Rosary – Hospitality Ministry: Greeters

## Greeters

Greeters are primarily responsible for ensuring that the 'outer perimeter' of sanctuary (i.e. the area right outside of the Church doors, the gathering area, and the restrooms) is set up and ready for the service, making all who enter the Church feel like Guests...welcoming them in the Spirit of the Lord, and ensuring that the 'outer perimeter' is cleaned up and ready for the next service. Families and special groups make 'ideal' greeters. Additional responsibilities include:

- completing Virtus Training (adults);
- opening doors for those with special needs;
- directing those with special needs to available services;
- notifying the Ushers of anyone needing special assistance with seating;
- introducing Guests to the priest / deacon;
- handing out bulletins and other necessary literature at the end of the service;
- knowing where to get restroom supplies;
- offering to be an Offertory Gift Bearer if needed;
- assisting the Ushers with the appropriate response in time of emergency;
- optionally serving at 'special' services (funerals, missions, holidays, etc.).

## Greeter Guidelines

### Before the Service

1. Receive, review, and calendar the date(s) and time(s) scheduled to Greet. Normally we will schedule 1 quarter in advance. Schedules and list of Greeters (with contact information) will be posted on the MQHR website. In the event of a conflict, arrange for a substitute (this is your responsibility).
2. Arrive at least 30 minutes before the service begins. Many of those with special needs (opening doors, etc.) arrive early.
3. Sign-in at the Information Center (sign-in sheet posted on bulletin board).
4. Pick up a Greeter badge from the container under the Information Center counter and wear it in a visible place.
5. If you are not scheduled, please check around for any 'no show's and be willing to step in if needed.
6. If you'd like to reserve your place in the sanctuary, put your personal belongings in a pew.
7. Greet the Ushers, Priest, etc. Ask if there are any special circumstances about the service that you should be aware of.
8. Greet the other Greeters and if possible visit the prayer chapel for a few minutes together.
9. Take your post. There are 3 posts that should be staffed in the following 'priority' order:
  - G1: Clays Mill Road (back door near the Music Room)
  - G2: Front Entrance - Left Main Door (as you face the Church)
  - G3: Front Entrance – Right Main Door (as you face the Church)
10. Things to remember:
  - Do not hand out bulletins before the Service;
  - You don't need to (and should not) stand in the same spot the entire time;
  - If it is a nice day, walk around outside the door(s) of your post and greet people. If the weather is bad, feel free to stand in between the 2 sets of outer doors;
  - On occasion, walk around the gathering area immediately inside the door(s) to your post;
  - Don't worry about holding the door open for everyone;
  - Feel free to help the elderly and disabled by opening / closing their car doors if needed;
  - If it rains, ask folks to leave their umbrellas in the stand at the door;

- Answer whatever questions you can; for those you can't, try to find someone else who can. Never leave a person standing with their questions not addressed;
- Adults: Try to visit the restrooms at least once and if needed:
  - Tidy up
  - Replenish supplies
- RELAX, SMILE, HAVE FUN, and make all feel WELCOME!

### During the Service

Approximately 5 minutes before the service begins, but no later than when the entrance song starts:

1. Take your badge off and put it back in the container under the Information Center counter (you don't need it anymore).
2. Check-in with the Usher Captain ('C' on his/her badge):
  - if the Offertory Gift Bearers have been secured; if not, please volunteer to help out;
  - OPTIONALLY offer to help pick up the collection if enough Ushers are not available.
3. Take your place in the sanctuary and participate in the service as you would normally.

### After the Service

After the final blessing, and after the Priest has started walking up the aisle:

1. Leave the sanctuary, grab a pile of bulletins (and any other materials if appropriate).
2. Take your post. There will be 3 posts again, but after the service you will not be at the outer doors. Rather, stand in the Gathering Area near your 'Before the Service' post. Do not block the doors of the sanctuary.
3. Hold the stack of bulletins / materials with one hand; hold a single bulletin with the other hand making it available to be taken by those leaving. Do not 'push' the bulletin / materials into their hands.
4. RELAX, SMILE, HAVE FUN, and make all feel like they want to keep coming back to MQHR. "Have a great week" is a great 1-liner.

### In Case of Emergency

The 'MQHR Parish Emergency Plan' was finalized in June, 2008. The most current copy is located on our Parish website. In addition, a printed copy of the plan has been placed by the weather radio in the Information Center area. In the case of an emergency, Ushers perform a very important, lead role. Depending on the circumstances, Greeters may assist in time of emergency. Therefore, all Greeters should review and understand this document.