

Mary Queen of the Holy Rosary – Hospitality Ministry: Ushers

Ushers

Ushers are primarily responsible for ensuring that the 'inner perimeter' of sanctuary 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 , directing the flow of people in and out of the sanctuary in an effective manner, and ensuring that the sanctuary is cleaned up and ready for the next service. Additional responsibilities include:

- completing Virtus Training (adults);
- reserving seats for special occasions;
- helping people find available seating;
- directing those with special needs to the available services and assisting them with seating;
- notifying the Eucharistic Minister Captain of any person who needs Communion brought to them;
- taking up the collection;
- securing and instructing the Offertory Gift Bearers (NOTE: Greeters should check in and be back-up);
- directing the flow of people receiving Communion;
- coordinating the appropriate response in time of emergency;
- securing the collection after the service;
- keeping the sanctuary (Church) clean.

Usher Guidelines

Before the Service

1. Arrive at least 30 minutes before the service begins. Many of those with special needs (opening doors, etc.) arrive early.
2. Usher Captain(s): Check the Mass Schedule (in the vestry) to see if there is anything special happening. If there is a 2nd collection, make sure that the Choir knows to announce before Mass and that the Priest knows to announce at Offertory. Usher captains are:
 - 4:00 pm – Leo McMillen & Tom Mulvaney
 - 8:15 am – Charlie Kragel, Ernest Stump, & Steve Petersen
 - 11:00 am – Fred Shafer, Dusty Owens, & Pat McDermott
 - 1:00 pm - ???
 - 5:30 pm – Jack Spring & Tom Supko
3. Other should check-in with the Usher Captain(s) and offer to be an usher. We strive to have six Ushers at each Mass. If you are attending a Mass that you do not usually attend, please check in with the Usher Captain(s) to see if you are needed.
4. Receive instructions, including where you will be posted and information on anything special about the service (ex. Is there a 2nd collection? Is there a baptism? Do any seats need to be reserved?).
5. Pick up an Usher badge from the basket in the back of the Sanctuary where the offertory baskets are stored. Wear it in a visible place. The Usher Captain should wear the badge with a 'C'.
6. If you'd like to reserve your place in the sanctuary, put your personal belongings in a pew. Most of the Ushers try to sit toward the rear of the sanctuary.
7. Walk around and greet the other Ushers, Greeters, Priest, etc. If possible visit the prayer chapel with the other Ushers for a few minutes of quiet time and prayer together.
8. Take your post / area as assigned by the Usher Captain.
9. Walk through the sanctuary at least once before Mass. Make sure all the offertory baskets are where they should be, pick up any 'trash' left behind, straighten books, etc.
10. It is the Ushers' responsibility to secure and instruct the Offertory Gift Bearers. Special program groups are a good 'source' of Offertory Gift Bearers (vocations cross, sacramental preparation, families of the baptized, etc.). If you find someone to do this, introduce them to the Usher Captain.

If no one is secured before the service starts, the Greeters have been asked to volunteer. As a last option, the Ushers can perform as the Offertory Gift Bearers

11. Things to remember:

- You don't need to (and should not) stand in the same spot the entire time. On occasion, walk around the sanctuary as well as the gathering area immediately outside the sanctuary door(s)
- Don't worry about holding the sanctuary doors open for everyone. If appropriate, prop some of them open.
- Offer to help the elderly and disabled to their seats. Suggest that they sit either in the seats along the back row or in the pews near the center aisle, particularly if they wish to receive communion.
- 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
- RELAX, SMILE, and make all feel WELCOME

During the Service

1. After the service starts, continue to help seat people, but be respectful of the liturgy. Do not seat people during the readings or special blessings.
2. Close the glass doors to the sanctuary soon after the service starts.
3. Take your seat (with your family) to celebrate the service
4. When there is a Children's Liturgy (usually the 11:00 Mass), they (children) are dismissed at the beginning of Mass. They should return to their seats as part of the Offertory procession. Please do your best to make this happen. If they return early (like during the Homily) or late (like during the Consecration), it's very distracting to the celebrant.
5. Toward the end of the prayers of the faithful, move to the back of the church for the Offertory.
 - a. Collection: Take your basket / post as instructed by the Captain. Collect, return to the back, and consolidate into 1 basket
 - b. Offertory Gift Bearers: The collection is 1st followed by the hosts and wine.
 - c. 2nd Collection: If there is a 2nd collection, it should be picked up after the offertory gifts are taken to the altar.
6. Communion – As Father is distributing communion to the 1st Eucharistic Minister, take your post to direct people. Work from front to back, one row at a time. Receive communion after all have received.

After the Service

1. After the final blessing, take your post.
2. RELAX, SMILE and make all feel like they want to keep coming back to MQHR. "Have a great week" would be a good 1-liner.
3. Captain: Secure the offertory and take to bank deposit. There is a separate procedure for handling the offertory.
4. Tidy up the sanctuary
 - a. pick up items (like bulletins) in the pews
 - b. place misselettes to their racks
 - c. return 'reserve' banners from the front pews to Usher station.
5. Return your badge.

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. Therefore, all Ushers should review and understand this document.