

Ushering Within Guest Services

OUR VISION: To connect with, welcome into corporate worship, and serve all attendees on Sunday mornings out of our calling to love God and love others.

Guest Services Team Structure											
<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;"> Director of Connections and Outreach Michelle Epp </div>											
Walnut Grove Guest Services Teams						Yorkson Guest Services Teams					
Connections		Chair Setup		Coffee		Greeters		Ushers			
Guest Services Hosts	Newcomers Pathway	Kroeker/Brown	Wyatt			Edgar and Barb Luck		Tom Senft			
Connect Cards	Open Houses	Reimer	Goertz	9:00am Weekly Teams	11:00am Weekly Teams	9:00am Weekly Teams	11:00am Weekly Teams	Service Captains			

Usher Team Structure

Usher Leader											
Tom Senft											
Usher Team Captains											
1st Week			2nd Week			3rd Week			4th Week		
9:00am	11:00am	5:00pm	9:00am	11:00am	5:00pm	9:00am	11:00am	5:00pm	9:00am	11:00am	5:00pm
Will Folstad	Andy Brintnell		Phil McMillan	Mark Frew	Brad Hedd	Randall Janzen	Robert Sheepwash	Andy Brintnell	Kevin Boivin	Tom Senft	Randy Sarju
Usher Team Members											
7-8 Ushers	7-8 Ushers	3-4 Ushers	7-8 Ushers	7-8 Ushers	3-4 Ushers	7-8 Ushers	7-8 Ushers	3-4 Ushers	7-8 Ushers	7-8 Ushers	3-4 Ushers

Usher Team Communications

Annual Meeting with Guest Services Teams

September

- Annual Guest Services Training session

Quarterly Meetings with Usher Captains

August

- Plan training session
- Review teams and recruit
- Identify important changes for year

November

- Arrange for our Christmas Eve services

February

- Touch base with Captains

May

- Plan to appreciate our teams
- Confirm teams for fall

Usher Role Descriptions

CONNECTIONS AND OUTREACH DIRECTOR (Michelle Epp)

Oversees: all Guest Services Teams and Team Leaders

Responsibilities:

- Provides vision and direction for the Guest Services team
- Plan and attend all team training meetings and appreciations.
- Create teams and build into team leaders to lead assigned areas of Guest Services
- Schedule volunteers.
- Along team leaders, implement team meetings as necessary
- Together with team leader,
 - o agree on and communicate roles and responsibilities for team
 - o meet with greater team to discuss areas of strength and improvement, and make appropriate plans for Sundays and special events.
 - o Safeguard the health of teams, consistency from week to week, and the accomplishment of our vision of Guest Services.
 - o Recruits team members with the help of all volunteers.

USHER LEADER (Tom Senft)

Reports to: Connections Director **Oversees:** Ushering Services and the 12 Usher Teams

Commitment:

- Overseen training of all Usher Teams at annual training meeting
- Provide oversight to the role and responsibilities of the usher role at NLCC.
- Provide the necessary support for Captains to lead well-functioning teams.
- Organize and attend quarterly team meetings for the Usher Team Captains with the Connections Director
- Seek continuous improvement and consistency for our Sunday Services
- Together with the Connections Director, update Service Responsibilities and implement changes to ensure a safe and welcoming atmosphere of Sunday gatherings

USHER VICE LEADER (tbd – currently vacant)

Reports to: Usher Leader

Commitment:

- The role is identical to the Usher Leader in the absence of the Usher Leader
- Otherwise, assist the Usher Leader in various duties upon request *Refer to the *Usher Leader Service Duties* for the list of various duties that you may be asked to assist with.

USHER TEAM CAPTAIN

Reports to: Usher Leader

Oversees: their usher team

Commitment:

- **Required** attendance at all quarterly meetings and training sessions
- Touch base with Usher Leader to address team dynamics, transitions, communications, what's going well, and what could be improved? Ensuring consistency in teams from week to week.
- Will build into their team and appreciate them
- Lead usher team times. 8:30/10:30 respectively, check in with each person, review service and roles, pray together.
- Oversee service duties (unlocking doors, connecting with team, ushering people to seats, collect offering, cleaning the seating rows after service, locking up etc.) *Review Usher Team Captain Service Duties*
- Fill out weekly usher's report in binder.

USHER TEAM VICE-CAPTAIN

Reports to: Usher Team Captain

Oversees: Usher team in the absence of the Usher Captain

Commitment:

- The role is identical to the Usher Captain in the absence of the Usher Captain
- Otherwise, assist the usher captain in various duties upon request *Refer to the *Usher Captain Service Duties* for the list of various duties that you may be asked to assist with.

USHER TEAM MEMBER

9:00am: 8.30-10.15am

11:00am: 10.30-12.15pm

5:00pm: 4.30-6.15pm

Reports to: Usher Team Captain

Commitment: Serve once a month according to the schedule

- 30 mins to service start, meet with team for prayer and service instructions
- Usher people into the Worship Center at your assigned door with a partner:
 - o Hand out bulletins prior to the service
 - o Once the service starts, close the doors and assist people entering and exiting the foyer during the service, as you hold the door and allow it to close quietly.
 - o Aware of spaces available, assist people to a seat (attending to latecomers, young families and those with mobility issues)
- Collect the offering during the service
- Assist usher captain with service responsibilities upon request.
 - o Some requests might include: head count in service, building walk through, empty parking stall count, serving communion with team
- Scan rows after services to clear trash
- Sign off on Care & Handling of Offering agreement

Ushering - Care and Handling of the Offering

****Important** – All Ushers that serve at NLCC Walnut Grove and Yorkson campuses must read, sign and date the “Care & Handling of Offering” form (next page).*

With the assistance of the Usher Team, the Usher Captain’s role is to collect and secure the offering, until it is in the care of NLCC’s designated counters. ***Usher Team Vice Captains will take the role of the Usher Team Captain in their absence.*

2 ushers will always be present with the offering.

The Usher Team Captain will count the offering bags before the offering and once again once the offering has been collected. The number of bags should be the same.

Securing the Offering after the Collection

- After collecting the offering, ushers are to place all donations from the bags into the **black zippered pouch**.
 - Organizing the offering is NOT necessary.
 - Cash and Coins may be loose in the bag alongside sealed envelopes and cheques.
 - Money in envelopes, designated or not, will be sorted and counted by the offering counters. *As a rule, non-designated offering goes to our general fund.*
 - Remove and dispose of objects in the offering bags not related to the offering.
 - Pass completed Connection Cards to the Guest Services desk, you may drop it in the giving slot.
- The offering will be locked in the safe immediately after it’s collected in each service.
- At no time will 1 person be alone with the offering, or alone in the usher room.
- The safe code will be changed periodically and is not be shared by anyone other than the Usher Leader. Only the Usher Team Captains should know the code.

Counting the Offering: We have designated teams that count on Sunday or Mondays, *counting team profile in binder.*

- If Sunday counters are scheduled: upon request by a *Counter* to the *Usher Captain* have 2 people deliver the offering to the Sunday Counters in the Office.
- If Monday counters are scheduled: the offering will stay in the safe until Monday.



NORTH LANGLEY COMMUNITY CHURCH

Care & Handling of Offering

In serving at North Langley Community Church, I understand and agree to uphold the following offering procedures, to continue to walk in integrity and blamelessness:

- Two ushers, designated by the Head Usher, will be present from the time of collection and re-counting of the bags, to securing the offering in the safe.
- There will not be a time when one person is alone with the offering, or alone in the usher room.
- The offering will be locked in the safe immediately after it's collected in each service.
- The safe code will not be shared by anyone other than the Head Usher.

I understand that by providing assistance in collecting offerings at North Langley Community Church, I may become aware of donations by individuals. I will not divulge any information about any donations.

I affirm that I will carry out my role as an usher with integrity and honesty. *"Make sure that your every day life is worthy of the gospel of Christ." Philipians 1:27*

Name: _____

(Please Print)

Signed,

_____ Date: _____

Thank you so very much for your investment in the ministry of NLCC. We value you and trust you, and this new agreement is only meant to build on the trust we already have with the congregation, and act as an additional safeguard for you. Thank you!

Usher Key Responsibilities – Sunday Services

OVERSEEN BY THE USHER TEAM CAPTAIN

WEEK OF SERVICE:

- Review planning center to ensure your team is set for Sunday, plan with team members to find replacements upon their absence.

PRIOR TO THE SERVICE:

- Arrive at 30 minutes prior to your service for team time and prayer in the Worship Center.
- 9am team, set out the 3 Signs in Parking Lot. Signs are stored at the office door entrance.
 - 2 @ either entry point of the *Reserved Lot for Seniors and Young Families*
 - 1 @ entry of the *Overflow Lot*
- 9am and 5pm Service Captains: Obtain the usher keys from sound booth (located upstairs sound booth, under desk to the right on a hook, LABELLED **USHERS KEY**)
- Ensure all Worship Center doors are unlocked.
- ****New** 5pm team, lock the far left doors, and close the NW bathroom door, placing signs up to encourage attenders to enter through the main foyer, center and right doors.
- 5pm Team only. Close all doors up to 4:55pm to encourage foyer connection.
- Gather the basket with the bulletins and offering bags from the usher's closet and distribute to each door.
- ****New** Bring out charging/charged Tablet for recording attendance and service reporting.
- Ensure all ushers have Name tags
- Brief each usher on the order of service and their responsibilities (attending to their door, seating, offering, parking lot security, building security, and counting attendance).
- People with ticket sales may need their Cash Float from the usher's closet
- In the case of an emergency, Safety Attendants (SA) and/or First Responders (FR) are paged and will respond by meeting at the GS Desk. Captains may assist as needed for crowd control or notifying staff and team leaders.
- ****New** **First Responders**
 - **Will have a pager** and can be paged at GS Desk using code #303
 - Will check in with Service Captain to share where they are seated.
 - All First Aid supplies are stored in corner entrance cabinet at GS Desk
 - Wheelchair and Cot are stored in the back storage room.
- ****New** **Safety Attendants**
 - **Will have a pager** and can be paged at GS Desk using code #321
 - Will check in with Service Captain and receive a walkie-talkie to communicate
- The paging system will be the primary way of contacting FR's and SA's and can be accessed at the GS Desk. Pagers are asked to stay at GS Desk until a FR/SA arrives and they can report the incident.
- Other Team Leaders may also notify FR's and SA's through www.nlcc.ca/signal

DURING THE SERVICE:

- Once the service starts at 9am/11am/5pm, all doors should be closed to encourage everyone to take a seat and limit foyer noise from disrupting the service.
- One usher should remain on the outside of each door (in the foyer) to welcome latecomers.
 - The partner usher should then be escorting latecomers, those with mobility issues and young families to a row with available seating.
- ****New** For all people exiting and entering during the service, have usher open a single door, slowly allowing it to close to dampen the noise of the latch.
- ****New** Be aware of and address distractions with discretion. eg, crying babies.
- Put out recycling baskets to reuse bulletins from the 9am and 11am for the 5pm service.

Offering – see Care and Handling of Offering Instructions**

****New Attendance Count in the Worship Centre:** Have an usher count the individuals in each service. Record the number in the Headcounts App on Tablet.

Building and Grounds Walk Through

- Appoint 1 usher to walk through the grounds and the building.
- Take a walkie talkie (in the usher's closet) to radio in the case of emergency. Keep a watch for any oddities or unusual events. This may include anything from security issues to distraught individuals. If Individuals without a nametag are wandering children's ministry hallways, you reserve the right to escort them away.
- **Empty Parking Stall Count:** Have 1 usher count the number of empty parking stalls in the parking lots. Record the number in the Attendance section of the Usher's Binder
- **At around 11:30, during the Parking Lot check, remove the 3 Parking Lot Signs in the parking lot. Signs are to be returned inside the building, by the office door entrance.**
 - Remove 2 @ either entry point of the *Reserved Lot for Seniors and Young Families*
 - Remove 1 @ entry of the *Overflow Lot*

AFTER EACH SERVICE

- Scan each aisle for empty cups, used bulletins (recycle for the second service if possible)
- ****New** Fill out weekly usher's report on Tablet at www.nlcc.ca/servicereport
- Thank your team for serving!

AFTER THE 9am: 9am Captain hand off Keys to the 11am Captain

AFTER THE 11am: Return the baskets to the usher's room

- Ensure the usher's room is locked and return the usher keys to the sound booth
- Assist as able in resetting chairs for the 5:00pm service.

AFTER THE 5pm: Return the baskets to the usher's room

- Ensure the usher's room is locked and return the usher keys to the sound booth