

Hammond Avenue Brethren Church First Impressions Team – Responsibilities

For Everyone

1. Wear a name tag each week—remember, you do it for the other person!
2. Arrive early (by 8:10 for the 8:30 service; immediately after 8:30 worship for service before Sunday School; by 10:25 for the 10:45 service; immediately after the 10:45 worship ends).
3. Extend a warm and hearty greeting to each person, and especially to the guests.
4. Try to direct guests to the next person along the pathway upstairs.
5. If you are unable to be present on any Sunday, please recruit someone to fill in for you and inform your coordinator as soon as possible in advance.
6. Don't engage so much in conversation with regular attendees that you neglect the guests. Try to conduct your business at another time so your focus can be on greeting and welcoming.
7. Always bring a warm, friendly attitude. Leave "Mr/Mrs/Miss/Ms Grumpy" at home.
8. Dress appropriately.

Downstairs Coordinator

1. Supervise ministry of the following:
 - Parking Lot Greeters/Valet Parking Attendants
 - Downstairs Greeters.
2. Make sure each position is filled on Sunday morning. If not filled, either recruit someone to fill in or fill in yourself.
3. Encourage workers and foster a spirit of hospitality toward regular attendees and guests.
4. Whether filling in or roaming as a supervisor, extend a warm welcome to everyone, especially guests.

Parking Lot Greeters/Valet Parking Attendants

1. Responsible to the Downstairs Coordinator.
2. First crew puts out the "Valet Parking" sign.
3. One or more persons fan out across parking lot to give a warm welcome as people arrive. You will likely be the first person a guest sees, so you will truly make the first impression!
4. Direct people toward the door.
5. If raining, use one of the umbrellas to escort people in.
6. Park cars and retrieve cars for those desiring valet parking.
7. If wintry weather, shovel snow and/or put down salt at downstairs entrance, as needed.
8. Last crew brings in the "Valet Parking" sign.

Downstairs Greeters

1. Responsible to the Downstairs Coordinator.
2. Before each service: spread out in the downstairs hallway—one just inside the outside door, the other near the elevator/stairway to give a hearty welcome, point out the coat racks, and direct people how to get upstairs.
3. Be prepared to help people find the restrooms and downstairs classrooms.
4. After the service, invite people to take advantage of the refreshments in the Family Life Center, tell guests how much you appreciate them coming, invite them to come again, and bid a hearty farewell.

Upstairs Coordinators

1. Supervise ministry of the following:
 - Upstairs Greeters/Ushers Coordinators
 - Ambassadors
2. Make sure each position is filled on Sunday morning. If not filled, either recruit someone to fill in or fill in yourself.
3. Encourage workers and foster a spirit of hospitality toward regular attendees and guests.
4. Whether filling in or roaming as a supervisor, extend a warm welcome to everyone, especially guests.

Upstairs Greeters/Ushers Coordinators

1. Responsible to the Upstairs Coordinator.
2. Supervise the Upstairs Greeters/Ushers.
3. Make sure each position is filled on Sunday morning. If not filled, either recruit someone to fill in or fill in yourself.
4. Encourage workers and foster a spirit of hospitality toward regular attendees and guests.
5. Whether filling in or roaming as a supervisor, extend a warm welcome to everyone, especially guests.
6. Read the “Special Instructions for the Ushers” for your service posted on the ushers’ cabinet in worship center.
7. Light the candles prior to the service (about 8:15-8:20 and about 10:30) and extinguish them at the end of your service.
8. In the 8:30 service, two ushers will generally bring the offering to the communion table during the Doxology.
9. In the 10:45 service, you will not bring the offering to the front. Please stow it safely in the ushers’ cabinet and be sure someone sticks around until the financial secretary picks it up.
10. Determine who will take the attendance count for your service and that they record it on the sheet in the ushers’ cabinet.

Upstairs Greeters/Ushers

1. Responsible to the Upstairs Greeters/Ushers Coordinator.
2. Before each service: spread out in the upstairs hallway—
 - One at the top of the stairs—help people know which way to go down the hallway.
 - One in the hallway outside the secretary’s office—direct people toward the main worship center entrance, the restrooms, the nursery, and/or the coat racks.
 - Two in the front lobby—welcome people coming in the upper entrance, hand out programs (alias worship folders, alias bulletins), and introduce guests to one of the Ambassadors.
3. Be prepared to help people find the restrooms, nursery, and upstairs classrooms, as appropriate.
4. If the service is getting full or for those who come after the service begins, please consult with them about available seats and lead them to their seat.
5. If necessary, set up chairs in the back.
6. Assist with receiving the offering. In the 8:30 service, two ushers will normally bring it to the front during the singing of the Doxology. In the 10:45 service, you will not bring it to the front but will secure it in the ushers’ cabinet until the financial secretary picks it up.

7. Assist with counting attendance, if requested by the Upstairs Coordinator or if it seems no one else is doing it! In the 8:30 service, you'll generally count in the middle to be sure everyone has arrived. Do not count bell or adult choir members who come just before or leave just after their presentation. Otherwise, count everyone in the worship center, nursery, and Kid's Own Worship.
8. After the service, invite people to take advantage of the refreshments in the Family Life Center, tell guests how much you appreciate them coming, invite them to come again, and bid a hearty farewell.

Ambassadors

1. Responsible to the Upstairs Coordinator.
2. Position yourself in the back of the worship center/auditorium.
3. Welcome regular attendees, but give most attention to guests.
4. If you see someone who is unfamiliar to you, introduce yourself and welcome them something like this:
 "Hi, I'm Ron Waters [use your name, of course]. [Pause to give them opportunity to say their name. And try to use their name immediately in conversation to cement it in your mind.] Are you a guest with us today? Is this your first time at Hammond Avenue? We're glad to have you join us today!"
5. Point out the "Communication Slip" (alias "Worship Registration Tab") in the program (alias "worship folder," alias "bulletin"), invite them to fill it out during the service and bring it to the welcome table afterward to receive a special gift.
6. Make any other conversation that seems appropriate.
7. If possible, introduce them to someone with whom you think they might have something in common, and encourage them to sit together.
8. Since there will be several Ambassadors, don't be afraid to take some time with them to get acquainted.
9. If they have little ones (3 or under), offer to take the parents & the child to the nursery.
10. Stick around in the back a little while into the service to help welcome latecomers.
11. After the service, first watch for the guests you welcomed before, then look for other guests you may not have had opportunity to meet.
12. Invite guests to complete their "Communication Slip" and take it to the Welcome Table. If they already put it in the offering plate, let them know that additional slips will be available at the table.
13. We'd like to get the name, address, and as much additional info on each guest as possible, but without being pushy. Some will be hesitant to give information for fear they will get a visit. If they ask why we want the information, tell them we simply want to have an opportunity to check back with them to see if they have any further questions. If they are still hesitant and don't want to provide their information, assure them that is quite all right and reassure them again how happy we are that they have come.
14. Pass on to either Pastor Ron or to one of the Welcome Table coordinators any information that may be helpful to us in follow-up.

Welcome Table Coordinators

1. Supervise ministry of the following:
 - Welcome Table Attendants
 - Follow-up Visitors
 - Baked Goods Preparers
2. Make sure each position is filled on Sunday. If not filled, either recruit someone to fill in or fill in yourself.
3. Encourage workers and foster a spirit of hospitality toward regular attendees and guests.
4. Prepare the gift bags each Sunday and make sure the information is current.
5. Assist the table attendants as necessary.
6. Develop a schedule for Doorstep Follow-up Visitors and for Baked Goods Preparers.
7. Assign first-time guests to Follow-up Visitors (make copies slips with names and addresses; never give out the originals!), provide maps as necessary, brief them if necessary, and be sure they have materials to take to guests.
8. Return all guest information forms to the church office on Sunday for staff follow-up.

Welcome Table Attendants

1. Responsible to the Welcome Table Coordinators.
2. Check in at the Welcome Table before the service to be sure everything is ready.
3. Go to the Welcome Table during the last song so you will be ready when guests arrive.
4. As guests come to the table, give them a warm welcome and introduce yourself.
5. Ask if they have their “Communication Slip” completed. If they do, take a quick glance at it to see if everything is legible. If not legible, try to clarify the information.
6. If a guest has already put their slip in the offering plate or didn’t have one, offer them another one. If they don’t want to complete the information, don’t push too hard—we want the information, but even more we want to respect their privacy.
7. Give each guest a gift bag, even if they don’t supply their name/address/family information.
8. Encourage them to take advantage of the refreshments in the Family Life Center.
9. Encourage them to come again.
10. Place the “Communication Slip” in the folder provided. We don’t want them to get lost.
11. Pass on to the coordinators any information that might be helpful for follow-up.

Baked Goods Preparers

1. Responsible to the Welcome Table Coordinators. Let them know well in advance if you are unable to provide items on the dates assigned.
2. You will be asked to provide one to three portions for assigned Sundays.
3. A portion would be something edible—one loaf of bread or a dozen cookies, brownies, or muffins for each guest household.
4. Each portion should be wrapped in a disposable container and placed in the Family Life Center kitchen by noon on Sunday.
5. Please make something the coordinators will like in case we have more portions than we have deliveries to make.

Doorstep Follow-Up Visitors

1. Responsible to the Welcome Table Coordinators.
2. Come to the church about 2:00 p.m. to receive names, addresses, and materials (or make other arrangements with the Welcome Table Coordinators). Normally, you'll be assigned only one or two (at most three) follow up visits. You may refuse any visits you don't feel comfortable making.
3. Make a doorstep visit to each person assigned to you. Generally, we'd like to have the visit made on Sunday afternoon, if at all possible . . . but no later than 8:00 p.m. on Monday evening. If you are unable to do so, please let the coordinators know in advance so other arrangements can be made for the visit.
4. If invited in, and if you feel comfortable going in, you may do so. But if you go inside, you should rarely stay more than 10 minutes. We don't want to appear to be in a rush, but we also are calling unannounced and don't want to make ourselves a nuisance. If they'd like to visit longer and you'd like to do that, arrange another time.
5. Say something like the following:
 "Hi, my name is [your name] and I'm from Hammond Avenue Brethren Church. I'm glad to know you came today, and I hope you'll come again. We have a special gift for you just to let you know how much we appreciate you coming." [Give them the gift—generally baked goods.]
6. Ask if they received one of our gift bags that morning. If they did, point out that it contains information about the church. Encourage them to have a look at it.
7. If they didn't receive a gift bag, offer them a church brochure and invite them to pick up a bag next Sunday.
8. Ask if they had a good experience and, if so, what they enjoyed most.
9. Ask if they had any difficulties, and apologize if necessary.
10. Ask if they have any questions. If you don't know the answer, tell them you ask someone from the church to get back to them. Be sure and record it on the slip and return it to the church office.
11. Don't get into theological debates or arguments about doctrine or practice. If they seem to be inclined to argue, let them know you respect their opinion, but that you are not prepared to debate the point. Indicate they may call the pastor if they'd like to discuss these matters further. (Dial 1-800-TUF-LUCK – only kidding!)
12. As appropriate, end the conversation and thank them again for being our guest. Invite them to come again next Sunday or to call the church office if they have further questions.
13. Drop off slips in the church mail box the same day, if possible, or at the parsonage.
14. If unable to make the delivery, or if no appropriate place to leave the gift, you may either try another time (calling ahead, if you like), or you may return the materials to the church or parsonage for someone else to deliver.

Refreshment Coordinator

1. Prepare coffee early enough that it will be ready by 9:25 and by 11:50.
2. Adjust donut order with HyVee as necessary.
3. Arrange for milk and juice, particularly for the 9:25-9:45 fellowship.
4. Recruit hosts to assist, as necessary.
5. Determine what food is appropriate for serving after the 10:45 service and arrange for it.
6. Extend a warm welcome to everyone taking advantage of refreshments. Give a special welcome to guests.
7. Be sure everything is cleaned up after 12:15, that the garbage is taken to the dumpster, and that any perishable food is not left in the kitchen.