

Instructions for Team Members

Welcome to the Greeters/Ushers ministry. Thank you for volunteering your time and helping us to maintain a warm and friendly atmosphere at St Anne's. Our main purpose is to warmly greet all who enter. No one should get by without a friendly greeting. We are the face of welcome to our community.

This is an explanation of the responsibilities specific to the Team Members. Please review your responsibilities carefully so that you have a clear understanding of what is expected of you. If you have any questions please ask your Team Leader, Ministry Coordinators or Father Don. We want everyone to be able to consistently perform the role that they are being asked to perform. It is also recommend that you keep these instructions readily available so that you can review them before each mass that you are scheduled for. Copies of these instructions are kept in the sacristy. The Greeter/Ushers schedules are either emailed or put out at mass for those without email. The schedule and these instructions can also be found on the St. Anne website: www.saint-anne.org. If you cannot attend the mass that you are scheduled for, it is **your** responsibility to find a replacement. A list of all Greeters/Ushers is mailed with each schedule. This list has phone numbers and email addresses. If you need a copy of this list, contact your ministry coordinators.

Team Members

The team members are expected to be present 30 minutes before the start of mass. Please use your green nametag. If you do not have a green nametag, let your team leader or ministry coordinators know. Find your team leader and they will assign you to specific areas you will be responsible for throughout the mass. **Youth team members must be with an adult at all times.** Be aware of the crowd. If needed assist parishioners in finding seats. Assist those with physical handicaps. It may be necessary to move armed chairs for them. Four hearing devices for the hearing impaired are all located in the sacristy. Hearing devices can be given to anyone who requests one. A wheelchair is also available in the maintenance office. A key is in the drawer in the sacristy.

Before Mass:

- 1) Two team members will be stationed at the east entrance and one team member at the west entrance. These members should welcome people arriving for mass and be positioned between the two sets of doors. Please do not use the automatic doors unless it is necessary. **As soon as the door is opened and people are warmly welcomed, close the door to conserve energy.** Please try not to have both inside and outside doors open at the same time. If your team has extra people, they should help as greeters at the west entrance (Special needs people usually come to this entrance).
- 2) The team leader will know where the prayer sheets are located. There will be two members with prayer sheets outside of the large center main doors. These doors should be open. There will be one member on each side of the doorway with their backs to the church facing south. One member with prayer sheets inside of the east and one inside the west church doors. These doors should be left closed. These members should have their backs against the south wall so that they are facing the front of the church. **We want to encourage all to enter the worship space through the main doors where the baptismal font is.** When mass begins, members on the east and west sides should place the remaining prayer sheets on the wooden boxes or tables outside of their doorways. All but one or two members should join the congregation for mass.

During Mass:

- 1) The team leader and one other team member will be stationed outside of the church at the east and west corners. We ask that these two people ask anyone (politely) who has arrived during a reading to wait until the reading is over before being seated. When all of the readings are done, these two team members can join the rest of the congregation. If mass is very crowded it may be necessary to have three people help out with latecomers. It may be necessary for one person to help people find seats.
- 2) The communion ushers should position themselves when they see the communion ministers gathering around the altar. Always begin to usher people from the rear. Be watchful for the communion minister

and start ushering people so that they are in place before the communion bread minister is in place. The wine ministers are usually the first in place. This is a good time to begin ushering people forward. When the choir is performing the ushers in the northeast and northwest sections should allow them to go first. *The exception to this is on Saturdays, the northeast section should not begin until the communion minister is in place.*

After Mass:

- 1) Team members should be in position shortly before the recessional procession begins. The team leader will know where the bulletins are located. Three members will be handing out bulletins. Two opposite each other at the east exit and one at the west exit. You should be inside both sets of doors, relatively close to the exit. When things wind down some bulletins should be left on the table by the dedication quilt and some on the table near the west exit.
- 2) Three members will be collecting prayer sheets with the baskets located outside of the three church exits. The team leader will know where the baskets are located. After Saturdays mass the prayer sheets should be straightened and placed back on the mail table for Sundays mass. After Sundays mass the prayer sheets should be put in the kitchen and the custodians will dispose of them.
- 3) The team leader and one other team member need to sort the collection. These two should not be related. The collection can be sorted in the sacristy or in the kitchen. If the collection is sorted in the sacristy, use the table that has the kitchen countertop style top. The bank bags are located in the sacristy. Sort the collection, put it in the bank bags and place the bags in the safe in the sacristy. Lock the safe door and turn the drum to insure that the deposit is securely in the safe.
- 4) Team members should walk through the church and straighten the chairs. Pick up any items left behind and place them in the lost and found.

Team leaders and members should be aware of where these items are located. Prayer sheets, bulletins, the safe, bank bags, dry compound and four hearing devices are located in the sacristy. Hearing devices can be given to anyone who requests one. The sacristy is the small room located to the west of the baptismal font. A wheelchair is also available in the maintenance closet. A key is in the drawer in the sacristy. The black credenza on the east side includes extra nametags. Lanyards are hanging on a post above the black credenza. The lost and found is near the nametag credenza. The information table and the table near the quilt will be used to hold nametags for visitors and guests. Your team should have an understanding of what to do when a clean-up need arises. There is a key to the cleaning closet located in the kitchen. The cleaning closet is through the door to the women's bathroom. Dry compound, mops, buckets and cleaners are all located here. Not all team members need to attend to clean-ups, but you should have an understanding of who will.

Thank you for your dedication to St. Anne.

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