

## **Hospitality Team Leader**

The Hospitality Team Leader takes the lead on Sunday mornings to ensure the ushers, greeter and fellowship hour host are present and clear on their roles. They also serve as Head Usher making sure everyone can participate in worship.

**Hospitality Team Leaders should arrive by 9 a.m.**  
**All Hospitality Team Leaders should wear their nametag.**

### **To be completed before 9:15 a.m.**

- Retrieve offering plates and bulletins from the church office and bring to the Narthex.
- Make sure sanctuary lights are turned on.
- Make sure the wooden front door is unlocked.
- Check in with ministers for any special instructions.
- Make sure coffee was made by the Residents and is on the table ready to serve.
- If the sanctuary is very warm, open the windows and turn on the large fans.

**Greet Ushers as they arrive - Regular Usher Team Members at 9:15 a.m. and Sunday Ushers at 9:30 a.m.**

**Greet the Greeter and Fellowship Host as they arrive at 9:30 a.m.**

**Make sure they find and wear their name tag.**

### **As ushers arrive**

- Make sure they have seen the list of usher duties. An extra copy is on a clipboard in the usher supply basket.
- Encourage ushers to begin inserting the weekly activities sheet into the bulletins and walk through the sanctuary, straightening chairs and making sure there are hymnals available to all people.
- If one or more ushers do not show up, please ask someone in the Social Hall to fill in as an usher that day.

### **As greeters arrive**

- Make sure they have seen the list of greeter duties. An extra copy is on a clipboard in the usher supply basket.
- Encourage them to take their position at the bottom of the stairs by 9:30 a.m.
- If the greeter does not show up, please ask someone else in the Social Hall to be the greeter for the day.

### During the service

- Follow the list of duties for Ushers and assist as needed.

### After the Service

- Collect contents of offering plates. Using an envelope in the outer office, place all cash and checks in the envelope and lock it in the top drawer of the metal cabinet in the outer office. The combination on the lock is MACK.
- Place the attendance sheet in the Clerk of Session's mailbox in the office.
- Make sure the other usher duties have been completed.
- After completing the ushering duties, return to the Social Hall and check in on the Fellowship Host. You do not need to stay until the end of the fellowship hour.

### Emergency Procedures

- **Medical emergency:** If someone needs medical attention, one usher should stay with the person, and another should call 911. After the service, notify one of the staff so that an injury report can be filed, if needed.
- **Fire:** One usher should call 911. Two ushers should go to the nearest safe exit and stand at the door to help people to exit safely. Once the majority are out, help those with walkers, then wheelchairs.
- **Tornado/Storm:** If you hear a tornado warning siren, one usher should head to the lower level and open the classrooms. Remaining ushers should stand at the top of each stairway directing people down to the lower level while another should head for the elevator to help those who cannot use the stairs..
- **Person in need:** Offer hospitality, preferably in the social hall. After the service, ask one of the ministers to talk with the person.
- **Protester(s):** Notify one of the ministers.
- **Other:** Use your best judgment to address any other emergencies. Anytime you feel concerned about the congregation's safety, stay calm and get help quickly. Do not hesitate to call 911.