

# USHER GUIDELINES

AFCM

## I. OVERVIEW

The ministry of ushers and greeters is of the greatest importance. Psalm 84:10 (Living) says, “A single day spent in your Temple is better than a thousand anywhere else! I would rather be a doorman of the Temple of my God than live in palaces.”

Apart from our pastor and the worship team, you are the most visible faces in the church.

And you are some of our guests' first contact. People determine whether or not they will return to a service in their first eleven minutes. That means your contact with first-time visitors is our greatest asset in helping them to decide to return. You help create the setting where the Lord can move powerfully. A friendly greeting, attention to needs, and a sense of safety allow people to relax, open up, and enter in. To do this, you must carry out an orderly system of enforcing certain rules and procedures.

## II. REQUIREMENTS

- A. A heart for people; a pleasant, servant-leadership attitude. Work well with a team. 14 yrs and older;
- B. An understanding of the need for order; Work in conjunction with our security team. Ability to work under authority; Security conscious – discerning of potential situations; Ability to de-escalate occasional conflicts; Be a peacemaker.
- C. Dress:/Hygiene: Neat and clean; dressed in slacks or nice jeans/khakis; collared shirt; well groomed;
- D. Come prayed up and ready.
- E. Faithfulness is a must! If you are going to miss your assigned time of service, you must contact the head usher to facilitate a replacement.

## III. PRE-SERVICE RESPONSIBILITIES

- A. Arrive at least 30 minutes prior to the service time.
- B. Meet with Head Usher. Receive position assignment. Pray together with the Head Usher.
- C. Prepare the Auditorium for service:
  - 1. Pick up trash; Check bathrooms;

2. Straighten chairs

3. Put out offering envelopes

D. Control of the air conditioning and heating for the auditorium is the responsibility of the Head Usher and/or Church Staff. No one else is authorized.

E. Greet the people as they enter the building with a smile and a handshake.

F. Provide information to those who need it, specifically the locations of these major areas:

1. Children's & Youth Services

2. Lost and Found

3. Nursery Room

4. Registration Desk

5. Restrooms

#### IV. SERVICE RESPONSIBILITIES

##### A. SEATING

1. Greet the people as they enter with a smile and a handshake.

2. Know your sections for seating:

a) Fill the front rows first.

b) Have people move to the middle of the aisle.

c) Know how many seats you have in your section and fill them from the front to the back.

B. Anyone who arrives after the preaching has begun should be placed in the back rows.

C. During times of prayer and ministry, minimize distractions.

#### V.. DURING SERVICE

A. Ushers are placed at the back doors:

1. Seat those coming in late on the back two rows.

2. Open doors for those leaving during the service.

3. Prevent and handle disturbances. If certain children remain fussy or disruptive, inform parents that there are rooms available with speakers outside in the foyer.

B. Get involved with the service: sing, clap, shout, say "Amen."

1. Ushers pray with their eyes open!

2. Be alert to the needs of the pulpit and/or people.

C. Offering - The Scripture says the Lord loves a cheerful giver! Ushers should receive the tithe and offerings with the same excitement and joy!

1. At the designated time, ushers should move to the front of their assigned aisles; buckets should already be in the correct aisles.

2. Turn and face the congregation and SMILE! Look sharp, stand at attention, and remain in this position until the Pastor/Minister directs the collection of the offering; all buckets will be passed left.

3. Keep an eye on the buckets as they go down the aisles and do not move ahead of the buckets; stack the buckets on top of one another, working towards the back.

4. The Head Usher and a designated usher will take all the buckets to the Finance person at the back of the auditorium near the sound booth.

D. Prayer Lines - This important part of the service is where the ushers can really help the minister easily flow with the Spirit. Please see the Head Usher for instructions concerning this area.

## VI. AFTER SERVICE RESPONSIBILITIES

A. When service is dismissed, a couple of ushers will be upfront on either side of the platform and at the back doors, thanking the people for their attendance.

B. When the majority of the auditorium is cleared, all ushers will begin to prepare the auditorium for the next service:

1. Pick up trash

2. Straighten chairs

3. Put out the tithe/offering envelopes

C. No counseling should be done by ushers; all such needs should be directed to the Head Usher.

D. Everyone is expected to stay and help until the auditorium is ready for the next service. Clear it with the head usher if you need to leave early.