

Hospitality Minister (Usher) Training

November 2010

Yours is the first face seen as the community and visitors enter for worship. It is important to be welcoming and assist those entering. Our ushers have done a good job of this in the past and I hope will continue to do so.

There are a few things we have received comments about and a few new changes we need to address.

Before Mass

1. Be prompt. Arrive at least 20 minutes before Mass. Check to be sure lights are on, inside doors open and the facility is otherwise prepared. Collection basket is placed in the back of the church and gifts in place. Be sure bulletins are placed in gathering space.
2. As we approach time for Mass, please check to be sure all ministers have signed in and that we have altar servers signed in and ready. If you notice we are short a minister, please assist in locating someone to cover that duty. This would also include recruiting altar servers present to fill in for those absent. Also this would include your own ministry if a hospitality minister has not shown up for duty.
3. If it is a crowded Mass you should assist people finding seats. It can be announced that those already seated need to move to the end of the pew so open seats are easier to locate. This is one area we need to pay more attention to. The church should be full before we seat people in the hall. No chairs are to be set in the aisles of the church.
4. If people are sitting in the Hall, please hand out song books to them.
5. Please be sure a count is taken at each Mass and written on the form provided. Barb is asking to do Mass counts a little differently for the 10am Mass: please list separate counts for the church, hall and cry room.
6. Collection: When arriving at the front pew, you are to do a simple head bow towards the altar; DO NOT GENUFLECT. If there are people in the Hall, be sure to pass the collection basket out there as well. When the collection is complete, combine all the collection basket contents into security bag that is in the large collection basket. Pull off the paper strip under the red stripe and also place that paper strip in the bag with the collection before sealing.
7. We are now having families bring up the gifts. You will need to know who they are and where they are seated. They have been instructed to go to the rear of the church at the beginning of the collection so they are in place when needed. *Please remind them to do a simple head bow (not genuflecting) toward the altar before returning to their seat.* If no one has signed up to bring up the gifts for any of the Masses (signup sheet is in the vestibule), the ushers will be responsible for bringing up the gifts.
8. Also take up any special collection at the end of Mass as the priest is making the announcements. Bag this collection in the same manner as the regular collection.

After Mass

9. Be sure the collection is taken to the sacristy right after Mass—normally Drew Hanlon will do this. If Drew or Barb are not at Mass, it is the usher's responsibility to take the security bag to the office for safekeeping. This is especially so if we have a visiting priest. Whoever takes the bag to the office is to sign their name in the appropriate space on the Bag Tracking form.
10. Pass out bulletins as the people depart.
11. When the church has emptied check kneelers to be sure they are up. Check pews for bulletins and other items left behind, and be sure song are books in place. Check the Hall and return any books left in that area to the table in the vestibule. Please also collect any papers or bulletins left in hall area.
12. Also check to be sure candles are out.
13. Be sure lights are out in the church, choir loft, hall, restrooms and downstairs if nothing else is happening in those areas. Check restrooms to be sure toilets are flushed and lights out. If RE is in session they will be checked after classes.
14. Chairs in the Hall: We have the chairs configured in an arc facing the screen. That is how they will stay unless there is a special event in the hall. The chairs should be returned to that position and after every event. If there is a need for more chairs in this position let us know. We do not want people sitting at the tables during Mass.
15. Currently, Father is preparing the 3rd cup and 3rd plate of hosts on all RE Sundays, and 2 extra (unassigned) Ministers of the Eucharist are coming forward to assist with distribution for the overflow.
16. In the event the tornado sirens ever go off during Mass, Fr. Dan will instruct everyone to evacuate to the lower level of the hall *immediately*. Do not hesitate to get this done. He will halt Mass at that point and continue when it is all clear. Use rooms that have no windows and if they are full, keep people away from windows if at all possible.
17. In the event anyone becomes seriously ill during Mass please be ready to assist them in getting to the hall. If they go in a restroom check on them. If need be, call 911 without hesitation.
18. The security bags are working as intended for the collection. If you have any problems or suggestions let us know so we can work on them.
19. You are the guardians of the flock during Mass. If you have any questions or suggestions for items we should add to this sheet, please feel free to contact Fr. Dan, Deacon Jerry or Barb.

Thank you for your service to our parish community.