

GUIDELINES FOR HOSPITALITY MINISTRY

Below are the Guidelines for the Hospitality Ministry. These are to apply to those ministering during Sunday Mass, as well as other liturgical celebrations. The purpose of this information is to provide some general observations and principles on this very important liturgical ministry of the Church.

MISSION AND GUIDING PRINCIPLES

Hospitality Ministers serve the entire community in a very active way. By freeing each person of their own personal impediments to the Mass through a welcoming atmosphere, *Ministers of Hospitality* take an active role in enabling each person to come to a freer expression of God in the Liturgy.

The Hospitality Ministry is truly a service to God, Parish priests, other mass ministries, and all parishioners. It should be treated seriously and with great dignity. Participation in the Ministry should be an extension of your own prayer life which is nurtured by the Word of God and reception of Holy Eucharist. Therefore, Hospitality Ministers should have an understanding of the Liturgy in order to be effective in providing the faithful with the proper environment.

In addition, the following attributes will assist the ministers in seeking Jesus in the face of each and every person who comes into the church: patience, reverence, sensitivity, compassion, understanding, gentleness, embracing a sense of the family gathered as the Body of Christ.

RESPONSIBILITIES

In general, Ministers of Hospitality carry the responsibility for the following:

Before the Mass

1. Ministers are asked to arrive 15-20 mins prior to the start of their scheduled mass. After checking in with the Sacristan for any "special" instructions, ministers should do a brief walkthrough of the worship space to see that it is ready to welcome the faithful. Pews should have the Missals in the racks, kneelers should be up, and no papers or personal articles should have been left in the pews.
2. Welcoming the Faithful as they enter the church giving full attention to the gathering assembly by offering a "Good Morning" or other friendly greeting. Smiling, which magnifies your true inner sincerity, is especially important. You can never underestimate how a smile or warm greeting can impact someone's day.
3. Ministers should remember to moderate their voices in the narthex and, if needed, remind parishioners of the same, as the narthex is not enclosed above.

4. Seating those who need assistance in finding a place to sit. In general, this may mean helping those with specific requirements, such as handicapped seating or aisle seating, but at crowded times, such as Christmas and Easter, it will mean asking people to make the most use of the pew space and helping those who are standing to find a seat. It will also mean helping latecomers to find a seat during the natural breaks in the mass (after the Opening Prayer, in between readings, after the Gospel Reading, after the Homily).
5. Attending to the needs of those who need assistance through such things as holding doors open, helping them locate the handicapped seating, or offering to provide one of the Parish wheelchairs if needed.
6. Making sure that the gifts of bread and wine have been pre-set by the Sacristan prior to the start of Mass. Just prior to the start of Mass, ask members of the assembly to bring forth the gifts at the Offertory. Note: Please make every effort to vary the people who are asked to bring the gifts forward. It can be individual, couples, or entire families. Be aware that at certain times someone may request to bring the gifts forward. This is usually related to the mass intention. Waiting until shortly before the start of Mass will allow time for this situation and avoid a conflict of asking someone to bring up gifts and then needing to retract the request.
7. Assist in identifying those who need Holy Communion brought directly to them.

During the Mass

8. Assisting in the Rite of Preparation:
 - a. Circulating the collection baskets. There should be a sufficient number of ministers to facilitate the collection in a timely and orderly fashion (please be aware that this is currently on hold and the date of return is yet to be determined).
 - b. Assisting in the Offertory Procession (lining the gift bearers up and waiting for the altar server to start the procession with the cross).
9. Facilitate the Communion process. When facing the altar, the left side starts with the side section by the organ (they should go up the side aisle and down the center to receive) and then the main body of the church (they should step into the center aisle to receive and return via the side aisle). The right side starts with the altar server section, side angled pews, alcove (all three sections should go up the side aisle and down the center to receive), and then the main body of the church.
10. Coordinate with Eucharistic Ministers to bring Holy Communion brought directly to parishioners identified earlier.
11. When mass has ended, offer bulletins to parishioners as they leave church but do not force them upon anyone, answer questions, smile, offer a kind word or two (i.e. "thank you for coming", "have a wonderful day").

Special Situations

Familiarize yourself with the Emergency Action Plan (details still to come).

HELPFUL HINTS

1. The Ministers of Hospitality should never do anything that would draw attention to her/himself at anytime.
2. Clothing should be appropriate for the Liturgy, modest and in keeping with the dignity of the ministry.
3. Ministers of Hospitality should be seated in a place which allows for easy access to the various responsibilities, yet with the assembly.
4. If the Ministers of Hospitality must pass in front of the altar (this should be extremely seldom), he/she must bow to the altar. All movements within the Liturgy are done with dignity and grace and never hurried.
5. Where Sacristans or Altar Servers are new to their service, it will be helpful to have a brief review with the Sacristan before mass to understand any special instructions, that Offertory gifts are pre-set at the back of the church and that altar servers are aware of instructions for the Offertory gift procession and they understand the Communion process flow.