

SAINT JAMES CHURCH



WELCOME

**MINISTERS OF HOSPITALITY
GUIDLINES**

Ministers' Prayer

Welcoming and Gracious God,
whose love and compassion are boundless,
place in us a desire to greet each person we meet
with the same love, compassion and respect
we would show to you.

Help us to see your face in every person
and to serve your people with dignity and care.

Bless us as we seek to love as you loved,
and serve as you served.

We ask this through Jesus Christ, our Lord.

Amen.

Welcome!

Thank you for your willingness to serve the people of Saint James Parish.

As you begin working as a Minister of Hospitality (Greeter/Usher), you will readily notice that our church and our church body have many needs. From helping the elderly to their seats, sharing a kind word and handshake with a visitor, working to bring order and structure to a service or helping in an emergency, there are many valuable ways to serve in this ministry.

You will be acting as an ambassador. Many times you will be the first and only impression that people have of our church.

Our goal is simple and direct:

MAKE PEOPLE FEEL WELCOME AT OUR CHURCH!

This guide will help to give you some direction as you work in this ministry.

Pray that the Lord prepares your heart to serve. This ministry is a wonderful way to touch the lives of people. Pray that your part in the ministry will be effective and fruitful.

Tasks:

1. Wear Name Tag (provided by the rectory) and be at your position 20 minutes before the start of Mass. If you cannot keep your appointed Mass, please call a substitute.
2. When you get to church, check for obstacles that are trip hazards (cords, chairs and other items on the floor or in the aisles). In the winter, make sure the steps are ice free. If not, block off the ice covered set of steps. Preventing falls is much better than responding to injuries.
3. Welcome people as they enter church with a greeting and a smile that say you are glad to see them. Hand out the bulletin. If you do not recognize them, ask if this is their regular Mass. If they say they are new to the neighborhood or visitors, offer them the parish information brochure. Look for people who appear to be confused or need physical assistance. Provide direction and assistance with an arm of support, a wheelchair or hearing aid if necessary. Ask if they want Communion brought to them and inform a Eucharistic Minister.
4. Greeters and/or Ushers (4 are needed) take up the collection after the "Prayers of the Faithful" when the presider is seated. Each proceeds to the front of their aisle with a collection basket retrieved from the rear of the church, genuflects or bows as one, and proceeds to take up the collection. After the collection, the greeter and/or usher collects the money from each of the four baskets and puts it into the plastic bank bag, removes the sealing strip, seals the bag and places in the basket, One of the greeters or ushers brings the basket up to the front of the church and joins the gift bearers. After Father takes the basket and after he dismisses the gift bearers, the greeter or usher proceeds back to their seat.

5. During Communion, when the presider and Eucharistic Ministers are receiving the bread and wine, two greeters and/or ushers proceed up to the front of the either side of the main aisle and kneel in the first or second pew. The greeters or ushers stand beside the first pew when the presider and the Eucharistic Minister head down toward the congregation, and after the presider has given Communion to the Cantor and/or choir, move back toward the back a pew at a time indicating that people are to proceed to Communion. When they reach the back of the church, they can then join the Communion line.
6. After Mass, hand out the bulletin and/or bid farewell to parishioners and visitors. Try to find any visitors that you welcomed and thank them for coming to St. James
7. If you are able to stay, please check the pews and help tidy up. In the summer, close windows and turn off fans.

Notes:

1. Please dress in business or business casual attire. Remember you are the face of St. James for those first entering the church. First impressions are lasting impressions so make it a good impression.
2. In all emergencies, remain calm, quiet and focused on your job.
3. Know the location of the heart defibrillators. *It is not necessary for Greeters to be trained in their use, but Ushers should be.* CALL 911 FIRST, then use the defibrillators.

4. The location of fire extinguishers and fire alarms and be trained in their use. Your job is to FIRST HELP GET ALL PEOPLE OUT OF THE CHURCH without endangering your own life. Do not forget to look in the bathrooms and to check the Chapel. While you are doing this, have someone call 911 or call 911 after everyone has been evacuated. Then use the fire extinguishers if the fire is very small and contained. Do not attempt to fight a large or rapidly expanding fire. Rule of thumb, if it bigger than 3 feet by 3 feet, get out!
5. Know the address of the church to give to 911 (718 Franklin Ave, Wilkinsburg).
6. Be trained in very basic first responder needs: fainting, falls, seizures, etc. (*It is not necessary for Greeters to be trained, but Ushers should be.* You do not treat injuries unless they are immediately life-threatening and you know what to do. If required, call 911 after the person is secure and cannot suffer further injury.
7. If young people or others enter the church without the appearance of attending, then they should be politely offered a seat and asked to be quiet if they are noisy. There is to be no force or reprimands. If the person(s) become violent, call 911. It is not your job to confront violent persons.

Nitty Gritty Things to Know

As ministers of hospitality, there are things to be aware of, procedures to know, and appropriate ways to handle certain situations. While we won't be able to address every issue and situation here, we hope to cover the basics so that as particular situations arise, you will be equipped to handle them.

Always remember:

Hospitality is not random acts of kindness, it's a lifestyle.

Hospitality is not warm and fuzzy, it's sacrificial and costly
(even though act warmly and kindly).

Hospitality always says, "You are welcome here. Come and
be with us."



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