

ST. ANDREW WELCOMING MINISTRY



HANDBOOK FOR GREETERS & WELCOME CENTER ATTENDANTS

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Thank you for being a part of our St. Andrew Welcoming Team!

Your ministry is among the most important that we do, for it is through you that guests receive a “first impression” of what our community of faith is all about. Your friendly smile and warm greeting can transform a guest from a one-time visitor to an ongoing worshiper and future member of our family and ministry!

We hope this manual will provide you with the basics, but please don't hesitate to contact our team or the church office if you have additional questions or suggestions. Let's make the commitment to do all we can to help those we haven't met yet - the “strangers in our midst” - feel welcome as brothers and sisters in Christ here at St. Andrew.

Many thanks for your service!

The Welcoming Leadership Team:

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I myself feel confident about you, my brothers and sisters, that you yourselves are full of goodness, filled with all knowledge, and able to instruct one another.
Romans 15:14

Welcoming: The Basics

Every person entering the church should be met with Christian warmth and love. Visitors should be offered a welcoming smile and assistance as appropriate. We are not just greeters at the door of the church, but in the parking lot, in the Commons, as we take our seats, or grab a cup of coffee after worship. As St. Andrew continues to be blessed by growth, we are called to be greeters every Sunday and our team sets the example to infuse a “culture of welcoming” throughout our community.

Scheduling Process

- We have established standing service teams to assist our volunteers with planning ahead. Consult your contact list for team assignments.
- Scheduling of the teams is set up by our office staff 4-6 weeks in advance. Your service assignment dates for the coming month will appear in a schedule contained in the newsletter, which is also posted on the church website.
- You will receive a reminder email about 1 week before your assigned date, or, if you do not have email, you will receive a reminder card in the mail.
- To minimize the need for changes, notify the office in advance of dates when you will NOT be available.
- If unable to serve on a date assigned, please find a substitute and notify the office of the change before noon on Wednesday of the week of service. A Welcoming Team contact list is included for your convenience.

As our church has grown, we have increased the number of those serving every week.

Welcoming Posts & Responsibilities

With team-based service, each team member will be assigned to a post. However, we encourage teams to spread out and address needs as required each Sunday.

Welcome Center Attendant *(on duty between worship services from 9:00-9:30, 10:30-11:00, or after 11:00)*

This position serves as “team leader” for the week, ensuring that all locations are covered. Greet all those who approach the Welcome Center and provide information and assistance as needed. Be prepared to offer a Welcome Bag and Bible to those who are new; offer directions to worship, classes, kids’ programs, restrooms and refreshments. Familiarize yourself with the Sunday bulletin and all items at the Center (signups, events, KidCentral room assignments, etc.) so that you can offer information to those with questions.

Greeter: Front Door (F), near Nursery (N), “Roving” Greeter in Commons (R) *(1 team on duty before each service)*

Greet everyone as they enter with a warm smile and welcoming tone, whether visitors or long-time members. For those you don’t know, introduce yourself. For those who are new, ask if they have questions, and direct them to the Welcome Center for more information. Encourage everyone to complete a contact card found in the pew rack or at the Welcome Center to submit prayer requests, ask for follow-up or to be added to our mailing list.

“Roving” Greeter (additional instructions)

Rove in the Commons on the Sundays assigned with the intent to seek out those who are alone, new, or look like they need some assistance or just a friendly smile. Ensure that visitors are not overlooked. Be available to accompany guests to various locations or introduce them to ministry leaders as needed. Find out basics on those you meet and encourage guests to complete a contact card found in the pew rack or at the Welcome Center.

Important Instructions and Tips

- **Arrive Early**

Greeters, be at your post early so you are ready to greet those who pass your way!

8:00 Service: Arrive by 7:45 am. Report to your post with a smile. Since there will not be anyone staffing the Welcome Center before the service begins, direct visitors there for welcome bags, Bibles and other info.

9:30 Service: Greeters arrive by 9:10 am. Welcome Center volunteers arrive by 8:50 am. All volunteers should convene at the Welcome Center for a quick team check-in. Welcome Center attendants, make sure the desktop of both Welcome & Info Centers are neat/tidy.

11:00 Service: Arrive by 10:40 am. All volunteers should convene at the Welcome Center for a quick team check-in. For those at the front door, check with the Welcome Center volunteers from the previous service to see if there is any specific assistance that you can provide. "After 11:00" Welcome Center attendants - leave worship during the last song before dismissal to get to your post on time and ensure you don't miss anyone who is heading out after worship.

- **Wear a Name Tag & Remind Others To Do the Same.**

Nametags will identify you to visitors. It is much easier to approach someone who is wearing an "official" welcome nametag. Greeter badges with your name can be found at the Welcome Center every Sunday. Please remember to return your badge when you are finished.

- **Be Visible**

If you are greeting, stay at your post. If you are stationed at the Welcome Center, be sure to remain at your post for a few minutes after the service begins to accommodate latecomers - this is one of the most

important times to make folks feel welcome, and direct them to the right place for themselves or their children.

- **Be Available**

Avoid chatting with friends when "on duty" - it's difficult to notice new faces (or for new folks to approach you) when you are engaged in conversation.

- **Greet Everyone!**

Acknowledge all who pass by your "zone" with a smile and handshake. If you know someone is a member but don't know their name, this is the perfect opportunity to introduce yourself and expand your circle of St. Andrew friends. Don't be shy!

Love one another with mutual affection; outdo one another in showing honor. Romans 12:10

- **Be an Information Resource!**

Get a weekly bulletin from an usher or the sanctuary entrance and briefly read through it. Also scan the Welcome Center and other information for activities and programs that are planned or upcoming. You can view the announcements online starting Thursday for the upcoming Sunday by visiting our website (www.mystandrew.org) and clicking "What's New." Encourage those you meet to participate and offer directions if needed. Be ready to direct guests to KidCentral, adult study locations, restrooms, parents' room/baby changing room, etc. Explain our 9:30-10:40 KidCentral program and 11:00 Children's Church options to families as they arrive. If there is a question you can't answer, fill out a Contact Card for the person and note the info needed on the back. Leave the card in the office and our staff will follow up during the week.

If visitors or members need to be directed to someone, remember to use the "Rover" as a resource -(s)he is there to assist you.

- **Help Guests Be Identified**

Encourage visitors to sign our Guest Book and remind them to fill out a contact card found in the pew rack during the service. Direct them to the Welcome Center for a Welcome Bag and Bible.

- **Break the Ice!**

If you don't recognize a face, or you can't remember the name, don't hesitate to reach out with something like this - "Hi, my name is Jane. I don't think we've met." Questions like "How did you find us?" and "Do you live nearby?" are easy non-threatening ways to open the conversation. Encourage guests to introduce themselves to Pastor after the service. Introduce guests to other members and offer to have them sign the guest book.

- **Be a Greeter, All Morning ... Every Sunday!**

After the service, look for folks who are standing alone in the sanctuary or Commons and approach them. Use the "icebreaker" questions above - by doing so, you may make guests feel welcome, or get to know St. Andrew friends even better. Encourage others to do the same - five minutes of chatting with a stranger can make a friend and maybe open a heart to the Lord!

- **Pray About Your Ministry**

Most importantly, each Sunday ask God to direct you to the people who need your welcoming touch and to give you the words and actions that will make a difference to them. Pray before you come, and while you are on duty. Trust Him, believe His promises, and He will work miracles through YOU!

Whoever welcomes one such child in my name
welcomes me. Matthew 18:5