

## The Greeter Role at Westside Updated May 2023

The greeter role at Westside is **vital**. It involves much more than standing at a door and shaking hands but is more like an *assistant to the pastor*. The greeter works as a partner with God, the pastor, and other leaders by creating spaces for people to meet with the Lord on Sunday mornings, and to be nurtured in their faith.

The primary function of the greeter is to notice and attend to the flow of bodies before, during, and after a worship service. To be successful as a greeter takes alertness. This is an action and task-oriented role that requires attention to detail, and a willingness to assist in a variety of ways.

You will work with a coordinator on when you will serve as a greeter. If you cannot serve on your Sunday, first try contacting another greeter to arrange to swap Sundays with them and notify the coordinator.

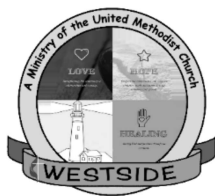
### When do I show up? When do I leave?

- It is essential to be at least 25 minutes early (9:35AM) to start the action.
- It is preferable to remain 15 to 20 minutes after the service (~11:30) to connect with visitors, answer questions, re-invite folks to come again, put the attendance sheet in the office, etc.

### What do I do? (9:35-9:50)

#### A. Main Entry

1. Check main table in front of entryway
  - a. Make sure name tags, markers, bulletins, clipboards, etc. are laid out in an orderly fashion. Make sure table is clear of any clutter that has accumulated – set it in the office on the desk if unsure what to do about it. If supplies are missing, get more or ask a greeter or pastor for help.
2. Check side hospitality table
  - a. Notice if the hospitality volunteer has started prepping coffee and hot water. If not, notify the pastor, and be prepared to step in to help make coffee/decaf/hot water with the pastor. Instructions on how to use the coffee maker are on the coffee maker in the kitchen.
3. Check to make sure all front doors are unlocked. If not, use the Allen wrench between the double doors to unlock all the doors. Prop two doors open.
4. Make sure the double doors between the entryway and sanctuary are propped open.
5. Check to make sure the entryway speakers are on and if not, turn the power on.



## B. Office → Sanctuary → Altar

In the office, grab the Greeter clipboard, any offering or prayer baskets, children's basket, the change bucket, and bring them all into the sanctuary.

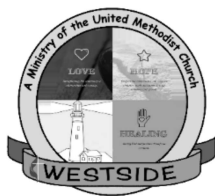
1. The **Greeter clipboard** should have a copy of this description, a printed attendance sheet, and the Worship Orders on it. You can keep this throughout the service. It will show who is the childcare volunteer and when the Greeter is to collect the offering.
2. The **Change Bucket** gets placed somewhere the smaller children can reach it. See pastor for code to the office filing cabinet if it is locked.
3. The **Offering Basket** - The Offering Basket is placed on the altar before the service begins.
4. The **Prayer Basket** gets set out on the table in the back of the sanctuary and is "self-serve." It should be empty before the service begins.
5. The **children's basket** gets set out on the floor by the nursery room and is self-serve for children if they want to remain in the sanctuary.
6. **Sanctuary Chairs** - Perform a quick sweep of the chairs in the sanctuary to make sure they are (generally) straightened, have pencils in the back of them, don't have any litter or half eaten crayons on them, and look 'presentable' (e.g. no glaring coffee or poop stains on them).
7. **Altar** - light the candles on the altar if they are set up.

### What do I do? (9:50-10:07)

After making sure the entry and sanctuary are ready to receive worshippers, by 9:50, **Notice and greet the people** - Attend to those entering through the outer doors. Be ready to shepherd people through the entryway to the sanctuary. Look for those who are confused, who might be overwhelmed, and guide them.

### What do I Do (During the Service - 10:07ish to 11:15)

- A. **Where should I sit?** It is optimal to sit where you have a clear sight line of everyone in the sanctuary, and, when possible, a clear view of all/most of the nursery room. This can be in the back, next to the sound crew, or at an 'edge' of the room - this will help you notice easier than being up front in the spit zone.
- B. **Notice who is here and who is missing?**
  - a. Record Attendance on the paper provided on the greeter clipboard or via the Breeze phone app (see the below shared login) - this allows you to record attendance quickly on a phone)



- i. Try to find out visitor names, if possible, and write them on the attendance sheet. If they came with a Westsider, note whom.

**C. Notice what's happening in the Nursery room throughout the service -**

Periodically check on the childcare giver and the adult volunteer to ensure that children under 12 and the childcare giver (under 18) are not being abused or mis-treated. (Every 5 to 10 minutes is ok). You are technically a second adult monitoring the child care provider and the other adult per our Safe Sanctuaries active abuse prevention policy.

- a. This can be done through looking into the childcare room via the half door or the windows that open to the sanctuary. You can position yourself somewhere in the sanctuary or close by the nursery to discreetly check. The nursery childcare giver and the adult volunteer will expect you to check on them and should not be a surprise.

**D. The Prayers -** Come forward during the community prayer time and hand the prayer basket to the pastor or to the person doing the prayers.

**E. The Offering -** The offering baskets will start on the Altar, and the pastor or leader will announce the offering, get the baskets and hand them to the greeters. The greeters pass the offering baskets from front to back and then bring them forward to the pastor/leader, who will put them back on the Altar before God.

**What do I do? (After the Service)**

**Sanctuary → Office**

- A. Prop sanctuary doors open at the end of the service for exit.
- B. Be available to thank visitors for coming and invite everyone to come back soon.
- C. Check to make sure the counters take the **offering basket** and **change buckets** to the office for counting. The counters handle and put these away.
- D. Check to make sure the prayer team leader has received the prayer requests from the **prayer basket**. Make sure the prayer team leader has put the empty basket in the office.
- E. Place the **children's basket** of amusements in the office to the right of the copier.
- F. Place the **greeter clipboard** back into its place in the office with the recorded attendance sheet on top. The Worship Orders can be recycled.
- G. Blow out the candles on the **Altar**

**Entry Way**

- A. **Lock the front doors** with the Allen wrench between the sets of front doors after allowing about 10 minutes for people to exit. People that need to remain in the building long after the service ends should have their own building codes. If you need to leave quickly or early, make sure to notify the pastor or another greeter who can help assist and fill the greeter's after-party role.



B. Check to make sure the entryway speakers are off.

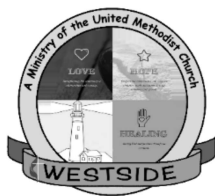
### Tips for Success

- Be Yourself! God greets YOU and welcomes YOU just as you are!
- Wear a Nametag with big, readable letters.
- Be intentional to make a good first impression with visitors and provide a welcoming environment for returning congregants.
- It is okay to introduce yourself and ask for people's names more than once.
- Let visitors know where to find coffee, tea, water and bathrooms
  - Make sure people with babies or young children know there is childcare available and point out where to go.
- Bulletins *are not absolutely necessary* – much of the service is carried by verbal cues and slides, so don't worry if someone doesn't take a bulletin.
  - Bulletin inserts can generally be re-used, can place them in the small basket inside the sanctuary doors
- Notice noise levels, and don't be afraid to close the sanctuary doors after the service has begun if people are socializing in the entry way.
- Visitors or long-time members might be overwhelmed by what to 'do' once they come into the entry way. Introduce yourself, give them their options -- to wear a name tag, receive a bulletin, get a cup of coffee, tea, water, etc. – And allow people to say 'no thank you' to anything.

### How does my role fit in the larger mission of the church?

1. By helping people feel welcomed and greeted, I embody God's embrace to all creatures in Jesus Christ.
2. By taking accurate attendance, I give the pastor, church council and denominational leaders an accurate look at Sunday mornings. I also help anyone who reviews attendance to be attuned to disruptions in people's lives and create opportunities to reach out to those who are missing for connection.
3. By setting up the sanctuary with Sunday items in their correct spots, I ensure the smooth flow of the service, and set up other roles (counters, prayer team) for success.
4. By passing the offering basket, I ensure people's opportunity to give back to the Lord discreetly and participate in a culture of generosity.
5. By checking on the nursery throughout the service, I ensure that our congregation is adhering to the strictest standards of abuse prevention, and I am ensuring my church is a safe place for all children and youth.

<b>Breeze Login (Check People in on an iPad or smart Phone):</b>
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<https://westsidejourney.breezechms.com/login>

Username: [greeter@westsidejourney.org](mailto:greeter@westsidejourney.org)

PW: ilovesundays

### iPad & iPhone



Breeze Check In  
Productivity



Breeze ChMS  
Productivity

**\*\* Apps available for download in Apple App Store and Google Play \*\***

### Gmail Login:

[greeter@westsidejourney.org](mailto:greeter@westsidejourney.org)

PW: ilovesundays