

# **UUCF**

## **Multicultural Welcome Ministry**

### **Guidelines**

### **for**

### **Sunday Welcome Team**

### **Roles & Responsibilities<sup>1</sup>**

### **during**

### **One-service Sundays (10:30-11:30)**

#### **Sunday Service Roles (some volunteers can serve in more than 1 role):**

**1-2 Greeters** (one volunteer can also serve as 2nd usher for the collection, if needed)

**1-2 at the Welcome Desk** (1st volunteer is our "Host", 2nd can support the Host, etc.)

**1-2 Ushers** (one volunteer for distributing programs and another for collecting the offering)

**1-3 Guides in the atrium for support of visitors and guests before & after the Service**

**1 person to brew the coffee and then roll carts into the atrium for the Coffee Hour**

**This leads to a minimum Team of 4-5 volunteers for each Service, clearly improves with more.**

#### **Welcome Team Scheduler/Leader (rotates on a 1-3 month tenure - TBD):**

- 1) Is a member of the Sunday Service Steering Group (4-6 individuals)**
- 2) Plans & recruits in advance for the Sunday Team(s) to serve during their tenure**
- 3) Is usually at each Service or designates a Team member as leader for that Service)**

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<sup>1</sup> Adapted from the Williamsburg UU Hospitality Ministry

**Greeter - *first person(s) to encounter a visitor or guest to UUCF on a Sunday***

1. Arrive by 9:45 to assist other Team members with their set up tasks.
2. Help ushers with atrium & sanctuary set up (chairs, hymnals, signs, etc.)
3. Station yourself at either the main or side entrance, coordinating with the other greeter.
4. As appropriate, point out the location of the welcome desk (for temporary name tag etc.), give directions to the Religious Education wing and art gallery, Wiggle Room etc. for guests.
5. Be sure to smile and indicate we are glad that they are here, thank them for coming, or something similar.
6. One greeter remain until 10 minutes after the start of the service.
7. Ensure doors at both entrances are closed when moving away from the door or leaving to attend the service.
8. After the service, restore any items moved by the Greeters or other Welcome Crew members in the entrance area and then assist Ushers in collecting the hymnals after the last service, as needed.

**Usher - connects members, friends, visitors and guests to our worship service**

1. Arrive by 10am to assist other Team members with their set up tasks.
2. Retrieve the basket from the Office with the folded Orders of Service (OOS) and anything else that is to be handed out. Place the basket on the table outside the sanctuary doors.
3. Retrieve the listening devices from the AV closet off the sanctuary and place on the same table as the OOS.
4. Check the OOS to see which hymnals will be used during the service. (Note: You can determine which hymnals will be used by the number of the hymn in the OOS. If the number is between 1 and 500, you will distribute the gray hard-back hymnals, Singing the Living Tradition (SLT). If the numbers are 1000 or above, you will distribute the teal paperback hymnals, Singing the Journey (STJ). The cart of hymnals is in the closet to the right of the ramp in the front of the sanctuary.
5. Place the appropriate hymnals on every other seat in the sanctuary with additional hymnal(s) on the end-of-row seats.
6. About ½ hour before the service begins, open the center sanctuary doors and give each person entering a copy of the OOS, along with insert(s) as necessary. Keep the doors closed if groups are rehearsing.
7. As the sanctuary fills with people, check for empty seats and lead or point new arrivals to them.
8. Close the sanctuary doors when the service begins (optional). Remain near the door as late-comers arrive, usually about 10 minutes. Indicate where seats are available if not easily identifiable.
9. After the children and teachers leave for their RE activities (they will be counted by the RE Director), **count the attendance of all present (include choir, exclude paid staff) and inform the Welcome Desk Host.** Include everyone watching the service in the atrium or volunteering in the lobby and in the offices during the count.
10. When the collection time is announced by the minister or worship associate, both ushers proceed to the lectern to receive 2 baskets each. Each usher then takes an aisle. One basket is handed to the people in the largest middle seating section and the other to the people on the window (outer) sections. Baskets in the middle section may well pass by each other.

Follow the baskets' progress down the aisle, assisting with them as needed. Do not collect from the choir.

11. When all rows of the sanctuary are finished, ushers wait at the back of the aisle until the music stops and then proceeds down the aisle to the front while gratitude for the offering is expressed. Then both Ushers exit the sanctuary and take the offering to the Office and hand the 4 baskets to the financial person there.
12. If necessary, open the four sanctuary doors as the service comes to an end.
13. Check the sanctuary, making sure the hymnals are collected (if it is the last Service), the seats rows are straightened, and any papers (eg OOS) that were left behind are collected for recycling.
14. If groups (such as the choir) are practicing in the sanctuary, keep all sanctuary doors closed until they have finished.

### **Welcome Desk Host/Helper - Key information source for visitors, guests & members**

Note: A Helper assists the Host to handle surges and can be a Host trainee or possibly a Guide for that Service.

#### Setup

1. Arrive by 9:45 to assist other Team members with their tasks.
2. Roll out the Welcome Desk, seems to work best at an angle to the wall.
3. Welcome Desk supplies are located in a box beneath the Desk or in the drawers and the cabinets of the Desk. Materials for display on the desktop are in the box. More supplies and replacement papers can be found in the Desk.
4. Take the needed materials out of the box and deploy them. **There is a photo to** help you choose how to arrange things.
5. If available, put the roster of the Sunday Welcome Team for the day on the table outside the sanctuary.
6. Retrieve any new nametags printed by the Office from the Welcome Ministry mailbox in the Office (on left as you enter). Place in the desktop rack (if the rack is getting full, move some earlier ones to the nametag rack on the wall).
7. Use red nametags for 1st time guests and blue for returning visitors (also use blue for temp badges of congregants who forgot or cannot find their name tags). Ask congregants to add "MEMBER" or "FRIEND" to their temp badges so our Welcome Guides will see they are not guests.
8. Count the numbers of 1st time visitors (red) and returning guests (blue) but NOT the number of blue tags issued for Members. **Record the totals in the "tracking notebook" in the Office along with attendance reported by the ushers.** The notebook is above the mailboxes to the upper right shelf.

#### Welcoming guests

The main points are to make guests feel comfortable with who we are and what we represent in order to encourage them to feel that they matter to us and could belong here.

1. When guests arrive, offer them a temporary name tag and ask them to sign in, but do not insist. Newcomers are welcome to 'fly under the radar' if they're more comfortable doing so.
2. If time permits and guests seem interested, chat with them, ask them what brought them to UUCF and tell them about UUCF. **Avoid making any assumptions about a visitor.** Point out that we have Welcome Guides in the atrium before and after the service if they have any questions or want a tour.
3. For families with young children, point out the information available at the Desk and in the Atrium regarding RE. In the case of very small children, point out the space set aside off the far side of atrium as the "rocking room" or "wiggle room".
4. Ask guests if they would like to receive ongoing information about UUCF through the weekly newsletter. If so, there is a link online to sign up.
5. If returning guests (blue name tag) seem interested in UUCF, ask if they would like to consider a permanent nametag. If so, invite them to complete a UUCF BECOMING A FRIEND Request (often a light green page) and to speak with one of the Welcome Guides, if available. Collect the completed form and put in the Welcome Ministry mailbox in the Office. Also, tell them where to find their tags the following week(s). (New and replacement name tags are usually at the Desk by the following week.)
6. Invite people to browse the pamphlets on the Desk and in the closet on the far wall of the atrium, emphasizing the UUCF Welcome brochure, the materials from the UUA, and the UU principles and sources card. Also tell them about the UUCF "closets" in the Atrium with more information about the congregation activities.
7. Introduce guests to other members nearby, if convenient.
8. If unable to do the above before the service begins, invite guests to return to the Desk after the service to talk more or to approach any of the Welcome Guides (orange badges) at any time.

#### Current Members and Friends without name tags

1. If Members or Friends have lost their name tags or wish to make a changed nametag, have them sign the REPLACEMENT NAME TAG request list on the clipboard and let them know a name tag will be available at the Desk by the next week or two. Offer a blue temporary name tag with encouragement to write "Member" or "Friend" below their name so our Guides will see they aren't visitors.

#### After the service

1. Return to the Desk to continue conversations about UUCF and help with the brochure items, etc. for guests.
2. Enter the numbers of new and returning guests for that service together with the total attendance provided by the Usher(s) into the Tracking notebook in the office. The Team Scheduler/Leader can help you.
3. If this is the last Service of the day, return desktop items to the box under the Desk and roll the Desk against the wall. Leave some Welcome brochures and other items on the desktop for visitors to browse during the week.
4. Notify the Team Scheduler/Leader of any supplies that need to be replaced.

### **Welcome Guide - 'ambassador' from UUCF to visitors and guests**

1. Arrive by 10:15 to assist other Team members with their tasks.
2. When guests arrive, watch for red name tags (first time visitor) or blue tags (returning guest or a temp tag for a congregant who forgot theirs). Gently seek to open a conversation with visitors, but do not insist. Newcomers are welcome to 'fly under the radar' if they're more comfortable doing so.
3. The main points are to make guests feel comfortable with who we are and what we represent in order to encourage them to feel that they matter to us and could belong here.
4. If time permits and guests seem interested, chat with them, ask them what brought them to UUCF and tell them about UUCF. Point out that we have Welcome Guides in the atrium before and after each service if they want a tour or have any questions at any time.
5. Ask guests if they would like to receive ongoing information about UUCF through the weekly newsletter. If so, there is a form at the Desk to provide their contact information with an email address.
6. Introduce guests to other members nearby.
7. If returning guests (blue name tag) seem interested in becoming a UUCF Friend and receiving a permanent nametag, invite them to complete a UUCF Friend Request available at the Welcome Desk. Collect the completed form and put in the Welcome Ministry mailbox in the Office. Also, tell them where to find their tags the following week. (New and replacement name tags are usually at the Desk by the following week.)
8. Offer to be a contact person for them in the future with questions or if they need further information. A card with your name & contact info is an option for you to provide.

### **Coffee Starter & Cleaner - both individuals for these tasks are trained**

- We have agreed to start brewing the coffee and to heat water for tea.
- Instructions are posted in the kitchen for materials & equipment located in the refrigerator, in the upper cabinet beside the refrigerator, and on the wall by the coffee pots.
- We place all items on 2 carts that are rolled out to the Atrium, usually during the final hymn
- A contractor has been arranged for clean-up following the Coffee Hour.
- If the contractor is unavailable, we have agreed to provide disposable cups and to clean up or to post a sign that coffee/tea service is unavailable. The Scheduler/Leader will arrange all of this, if needed.

### **Team Scheduler/Leader - organizer of the crews and onsite contact for all on Sunday**

Prior to each month, a current list of Team Members who have volunteered to date will be sent to the Scheduler by the Steering Group with contact information. Note: some volunteers sign up for a single service or a few occasions while others agree to a series (e.g.. "every 3rd Sunday" or similar).

1. As needed, seek additional volunteers. Ask for Sunday availability, telling all to plan to spend approximately two hours at UUCF not more than twice during the month. Give the link to UUCF webpage explaining duties. [ [frederickuu.org/welcome](http://frederickuu.org/welcome) ]
2. Try not to schedule anyone for more than two times during the month. Young children should not be scheduled on their own; instead they should be scheduled with their parents/guardians. We strongly encourage youth participation, especially as Greeters and a Ushers.

3. Identify Team members or other volunteers to start the coffee and to roll out the carts each Sunday. Also be prepared to cover for the contractor cleanup when they cannot be there or to post a sign that coffee service is not available that Sunday.
4. One week before the month, the entire month's roster should be largely finished. The Team(s) for the first two weeks should be complete without vacancies.
5. Shortly thereafter, arrange for Team training, as needed. Often a week of watching an experienced volunteer works well.
6. If someone is unable to report as a Team member, seek a replacement even in-person at the last minute, if needed.
7. Update the names in scheduling documents.
8. Print out a Team Roster for each Sunday to be placed near the Order-of-Service table entering the sanctuary announcing names of volunteers (and inviting others to volunteer in the future). These can be left on the Welcome Desk following the Service visitors to see during the week.
9. Send a reminder to the full Team a few days ahead of the Service that also mentions badges, masks, etc.. to wear and any highlights or announcements they might find useful (RE, other activities, etc..). Copy this email to Rev Carl and the Office (Karen).
10. Print a copy of the Checklist to use for closing (if available).
11. Arrive by 9:30 a.m. to ensure Team members can enter the building.
12. Turn on the hallway and atrium lights.
13. Make sure the Atrium/Narthex is set up properly with lanyard rack pulled out and signs posted. Replenish materials in the atrium 'closet' for UUCF News and Membership information.
14. Meet briefly with arriving Team Members starting at 9:45
  - Introduce self and Team members
  - Identify where each person will be posted
  - Resolve any questions from the Team
  - Insure that the coffee will be started on time - NLT 1030 - and rolled (quietly) to atrium at the conclusion of the worship service.
15. Oversee a response to emergencies.
16. Close up at the end of the Service using the closing Checklist (if available).
17. If Coffee Hour supplies are low, notify the Steering group and/or purchase with reimbursement.
18. Let the Steering Group know of major concerns.
19. Keep track of UUCF members unable or unwilling to participate so we do not pester them.

**Medical Emergency Equipment at UUCF (needed, see Williamsburg example)**

**Medical Emergency Beyond First Aid Kit**

**AED Defibrillators**

**First Aid Kit**

**Wheel Chairs**