

WEEKEND WELCOME MINISTRY

Where we make every person from the sidewalk to the altar feel seen, loved, and at home.

Greeter **Sanctuary Usher** **Welcome Desk** **Narthex Team**

Mission/Purpose

The Welcome Ministry serves as the first expression of Christ's love to all who enter our parish. Through warm greetings, helpful guidance, and a spirit of hospitality, the team helps every person feel seen, valued, and at home in our community of faith.

It is everyone's responsibility to help keep our campus safe no matter the ministry role you serve in.

Sub Ministry Areas

- Greeters
- Sanctuary Usher
- Welcome Desk
- Narthex Team



You are welcome
to sign up for
more than one
ministry!

Onboard Process

- Attend a Parish training before serving. (First official training: Thursday, December 4 at 6:00 pm)
- If you have questions during your time of service, please see the Mass Coordinator.

Scheduling

- Schedules are created about every two months using the Ministry Scheduler Pro app.
- Positions
 - Greeters
 - Sanctuary Usher
 - Welcome Desk
 - Narthex Team
- Enter your availability and time-off requests before the schedule is created.
- If you cannot serve your scheduled time, submit a sub request online or via the app.
- If you're attending Mass and can help, please sign up to fill a sub request.
- All sub requests must be made at least 24 hours in advance.

Last-minute emergencies:

If illness or an urgent issue prevents you from serving, contact:

Amy Parker, Mass Coordinator –

Cell: (912) 257-9020

Email: aparker@hsparish.org

Roles & Responsibilities

- Arrive 30 minutes prior to your scheduled Mass.
- Sign in and attend the Ministry Huddle in the Conference Room.
- Wear your lanyard for the entirety of your service.
- If not signed in 10 minutes before Mass, your spot may be filled by the Mass Coordinator.



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Before Mass

- After huddle proceed to your designated door
- Greet all who enter with a warm welcoming presence, smiles, high fives, etc.
- Sample expressions could be “Welcome!” “Happy _____!” “How are you today?” “It’s good to see you!” “Good morning/afternoon!”
- Imagine your space extending from the doors to the end of the sidewalk (help an elderly person get from their drop off spot to the doors, if it’s raining walk out with an umbrella to cover someone, etc)

At The Opening Song

- Proceed to your pew for Mass
- Narthex team will now be stationed at the doors to let latecomers enter

Perfect
ministry for
families!

During Announcements

- Return to your entrance door to greet
 - “See you next week! Thanks for coming!”
- Stay stationed at your door for about 10–15 minutes, or until the narthex is mostly cleared.

After Mass

- After the Narthex is mostly cleared please return your lanyard to the conference room
- Thanks for serving!



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Before Mass

- After the huddle, walk through the sanctuary to ensure it's tidy and reverent.
- Greet people at the sanctuary doors welcoming them into church, helping them find a seat if they would like.
 - Assist handicapped persons into the sanctuary. Show those in wheelchairs to designated areas. (aisles must be kept open)
 - If at all possible, encourage parishioners to sit inside the sanctuary. Here is an example:
 - "There are many seats available inside the sanctuary. Would you like me to help you find a place to sit?"
- Remain standing at the sanctuary doors as Mass starts (doors open)

During Mass

- For the first 10–15 minutes, remain near your sanctuary doors to assist latecomers, asking everyone coming in ("could I find you a seat?") then move through the aisles escorting them to a pew.
- Ask people to slide in if necessary, or allow people to pass by if they'd like to remain on the end.
- By the first reading, close the sanctuary doors and take your seat. (At this time, you may sit down and/or join your family in the pews.)
- Stay alert for emergencies or unplanned needs.

The Offertory Collection

- During the creed, take your position at your assigned aisle with a collection basket. Located under the back pew. Remain standing at the back of the church, praying the prayers of the faithful.
- Once the children's collection is complete and the presider has returned to the foot of the altar, positions 1 or 2 should gesture to the offertory gift bearers to proceed down the main aisle.
- Once the gift bearers have handed the gifts to the presider, the sanctuary team should proceed down for the regular collection.
- A diagram is posted in the conference room outlining each position for the collection.
- Collection is complete:
 - Place envelopes, loose checks, and cash from the collection bags in the Narthex by the clothing donation bin (next to Sacristy)
 - Seal the bag(s)
 - Place into the drop-safe located in the Sacristy wall. Two (2) or more ministers shall accompany the collection at all times.
 - After Communion, the children's basket should be retrieved from the altar area and the same process should be repeated as stated in the bullet above.



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Communion

- A diagram is posted in the conference room
- When the Extraordinary Ministers of the Eucharist move into position around the base of the altar, (during the Lamb of God) proceed to your assigned position at the back of each aisle.
- When the presider begins to hand the bowls and cups to the Eucharistic Ministers, proceed down the aisle and bow to the altar before waiting to dismiss.
- Dismiss row by row for your assigned section.
- The Sanctuary Team should always be attentive to any elderly or handicap guests in need of communion and raise your hand to flag down the handicap minister as they make their way around the Sanctuary & Narthex.

Second Collections

- Second collections should begin during the announcements, when the celebrant introduces the collection.
- Sanctuary team should follow proceed down the aisle to begin taking up the collection in the same way as offertory
- Proceeds are placed in a collection bag and taken to the drop safe. Following the same procedures as the regular offertory collection.

During The Closing Song

- Prop open the Sanctuary doors and remain in and around your door area to be a smiling face, saying goodbye as people walk out, “see you next week,” answering any questions people might have as they leave, or directing them a certain way
- Remain in this area until the Sanctuary has mostly cleared out

After Mass

- One Sanctuary Usher should return the children’s basket to the altar next to the presider’s chair
- After the Sanctuary is mostly cleared, check to see that:
 - the pews are neat
 - kneelers are up
 - hymnals are replaced in the proper direction in their racks
 - bulletins are not left in the Sanctuary
- Any noticeable maintenance issues, report to the Mass Coordinator
 - broken kneeler, leaky faucet, broken pew, etc....
- Check for any spills/mess that require immediate attention ahead of the next Mass
- Check the restrooms for any immediate cleanup needed
- Return your lanyard to the conference room
- Thank you for serving!



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Before Mass

- After the huddle, move out to the Welcome Desk to put on a nametag
- Review the 'What to Know at the Welcome Desk' one-pager for reference on pertinent information.
- You are a secondary layer of welcome for those coming in through the front awning doors.
- Stand at the Welcome Desk, greeting and assisting guests until Mass begins.

What Happens at the Desk

- Make sure the upper desk top is supplied with mission swag and FLEP cards
- Greet newcomers with a smile
- Introduce yourself
- Have them fill out a FLEP card
 - First Name
 - Last Name
 - Email
 - Phone

Welcome to Holy Spirit!
Maybe you're here for the first time, or you've been led by the Spirit for awhile now. Either way, we'd love to connect with you!

First Name _____
Last Name _____
Email _____
Phone _____

Thanks for being here. See you soon!

(Getting this information is important so that we can give them a follow-up call during the week and see if we can answer any more questions for them or get them connected!)

- Hand them a gift bag (located under the desk)
- Based on your conversations, there are books available for handing out if they would serve as a good resource
- If there are any notes you would like to leave for the office staff (follow-up details on your conversations with those you met, resources that visitors asked for but we don't currently have at the desk, etc.) there is a yellow legal pad available on the desk

Opening Song

- Feel free to sit anywhere in the sanctuary for Mass

During Announcements

- Return to the Welcome Desk to greet and assist anyone with questions
- Stay stationed at the desk for about 10–15 minutes, or until the Narthex is mostly cleared.

After Mass

- After the narthex is mostly cleared please return your lanyard to the conference room
- Thanks for serving!



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Before Mass

- Pick up a walkie-talkie and key card from the conference room counter.
- Meet with the other team members to assign door stations (10, 1, 3) and communicate assignments to the Mass Coordinator.
- Remain in and around your door, greeting parishioners, helping direct them, and inviting newcomers to stop by the Welcome Desk for a gift.

During Mass

- Ensure doors are locked and breezeway doors are closed once Mass begins
- Allow latecomers to come into the church by opening the doors for them. (Doors will be locked for the duration of Mass)
- Please check areas around your zone/door
 - bathroom checks
 - chapel
 - closets, etc.
- (10:30 Mass only) After the homily, signal children's liturgy (CLOW) leaders in both the conference room/nursery and chapel that the homily is complete.
- In emergencies, work with the Mass Coordinator to determine next steps or contact authorities if needed.

During The Closing Song

- Grab a stack of bulletins to hand out to all as they leave
- Remain at/around your assigned door zone, say goodbye, and engage warmly with parishioners

After Mass

- Stay in your zone for 10–15 minutes, or until the Narthex clears
- Return radios, keycards, and lanyards to the conference room
- Thank you for serving!



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