

## Greeting at First Parish – Guidelines

You will not be examined on all this. Above all remember your GIG is:

- Greet
- Introduce
- Get to know

### Overall objective

Make everyone feel welcomed. Introduce newcomers to members and friends.

### Ethos

**Hospitality:** The entire church is responsible for hospitality. The greeter's primary role is to facilitate this hospitality. Like the host(ess) at a party, a greeter should flit around social hour making introductions and checking no one is left out cold. But all of us are responsible for hospitality. It is not a greeter's responsibility to be hospitable on our behalf.

**Sensitivity:** It's great if a newcomer is comfortable with providing name and address so they can receive the Shooting Star. It's great if they want to go down to social hour. But for many people it will take more than one visit before they feel comfortable committing to anything more than just attending service. We respect this. (But we'd still like to get to know names.....)

### Overview of tasks

#### Before service

- Welcome church-goers at the doors.
- Hand out *Orders of Worship/Satellites*.
- Greet newcomers, give them *Order of Worship/Satellite* with a *Newcomer Guide*
- Explain options for RE/child care for newcomers with children.

#### After service (just as important!)

- Greeter 1 stands beside the minister to meet/assist newcomers, then goes downstairs to help Greeter 2.
- Greeter 2 goes immediately to vestry to greet newcomers and introduce them to regulars.

### The operational details

1. Arrive at 10:15 AM. Go to the narthex<sup>1</sup> and collate *Orders of Worship* and *Satellites*. Take 3 or 4 of the *Newcomer Guide covers* from the table by the guest book and put them over *Orders of Worship* to give to newcomers. One Greeter takes some *Orders of Worship* down to the side entrance by the church office. The other Greeter stays in the narthex.
2. Find out whether children start in Sanctuary, Chapel or their classroom – this is posted on the door to the stairwell at the side door. People often ask for this information.
3. If the nametags have not yet been put back up on the name tag rack, please help put them up.
4. If you know it, greet people by name, as you hand out *Orders of Worship* and *Satellites*.

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<sup>1</sup> The entrance hall between the front door and the sanctuary.

5. If you see someone you do not recognize, ask if this is their first visit to First Parish. If so, offer them a *First Parish Visitor & Newcomer Guide* (these are usually on the table in the Narthex). If they have children explain that they may attend RE/nursery (in which case ask another 'grown-up' to take them to meet Sadie or to the appropriate grade classroom) or they may take them to service.
6. For services where the children will be in the sanctuary for the entire time, offer families with small children the coloring sheets and crayons.
7. If you are stationed at the side door, return to the narthex at *10:40 AM* for the "rush".
8. **NEW:** Move into the front of the sanctuary just before service starts, then stand up to be seen when Greeters are announced. Then sit where you wish. (Ushers hand out *Orders of Worship* to latecomers.)
9. Leave the sanctuary when Postlude starts. Then:

Greeter 1	Greeter 2
<p>Stand with the minister(s) and again greet newcomers as the congregation exits.</p> <p>Ask newcomers if they have any questions. If they do, try first to grab someone from the congregation to escort them downstairs, get them a beverage and answer their questions. If they don't have questions, reiterate the invitation to join us for social hour. Again, see if you can grab someone to show them the way down to the vestry and help them get beverages.</p> <p>Thank those who don't want to stay for coming.</p> <p>Join Greeter 2 downstairs when the sanctuary has emptied and assist there.</p>	<p>Immediately after service, take the nametag basket downstairs to the vestry and place it on the mezzanine floor by the elevator door.</p> <p>Then circulate to introduce newcomers to church members and friends.</p> <p>Try to ensure that all first-time and returning newcomers have someone with whom to talk. Check back with them intermittently.</p>

10. If you are able to stay until the very end of social hour, please return the nametag basket upstairs to the narthex and, if you have time, return the nametags to the rack (There might be grown-ups there waiting for choir practice to end – often they will be glad to put the nametags up for/with you!).
11. If you have time, please tell us (at Membership) who you met, comments you heard, how you felt about greeting. You can call or email notes to anyone on the Membership.