

Making Our Worshipers Feel Welcome at First Presbyterian Church

KEY WORDS:

- **Informed**
- **Focused**
- **Anticipatory**
- **Intentional**

SYSTEMS

What systems will help facilitate our **remembering worshiper's names**?

- Does our ushering and greeting schedule help or hinder hospitality?
- Would it change our **scheduling patterns** if we were to consider the effectiveness of our hospitality, before considering how our greeting duties fit into our personal preferences?

What systems will facilitate **providing medical help** to worshippers should the need arise, for example: How do we call a physician present in the congregation without disrupting a service?

What systems will facilitate removing a disruptive individual from the service?

FOCUS

Would a change in our **focus** create a more welcoming environment?

- Do we focus too much on each other, not on people entering worship?
- Do we fully acknowledge the person to whom we are giving the church bulletin?

EXPECATIONS OF WORSHIPPERS (ANTICIPATING THEIR NEEDS)

- **To feel welcome:**
 - Greet by name
 - Make eye contact
 - Focused on the worshipper; listen
 - Ensure each worshipper receives a bulletin
 - Open doors for them
 - Smile
 - Handshake (hugs, as appropriate)
 - Rather than give lengthy directions, provide escort, as appropriate
 - Assistance for disabled and older adults, as appropriate
 - Assistance from car, up steps into church
 - Parking
 - Assistance in finding seats during crowded services
 - Assistance to families with small children, especially one parent trying to "corral" small children
 - "Pew Presence" – greeting people seated around you after services

- **Greeters and ushers to be knowledgeable:**
 - Know where the bathrooms are
 - Know where the nursery is
 - Know what classes are available and where the classrooms are (or where the bulletins are listing the classes and classrooms)
 - For kids
 - For adults
 - Know where the drinking fountains are
 - Know where to hang one's coat
 - Know where to obtain a large print Bible and/or large print bulletin
 - Know where to obtain a sound amplifier/hearing devices (for hearing impaired)
 - Know where to find copies of past sermons
 - Know about other church services, i.e. evening service; "Blue Christmas" service, etc.
 - Know where first aid kits are located, where fire alarms are located, where defibrillators are located
 - Know where children's "entertainment bags" are located

- **Greeters and ushers to be aware of:**
 - Unattended youth and children
 - Suspicious behavior---anything out of the ordinary
 - Know where the Lost & Found is located
 - Know where to find church maps
 - Know where phones are located