

## ***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