



Ushers and Greeters Training Manual



You are a very important part of the ministry at FGWC.....	2
The Spiritual Significance of Ushers.....	3
Three Critical doors to Worship.....	3
Three Things That Can Really Hurt a Worship Service.....	4
Who Can Be An Usher?	5
Spiritual Qualities of an Usher.....	6
Qualifications of an Usher	7
Responsibilities of an Usher	7
Core tasks	8
Common Sense.....	9
Handling emergencies.....	10
Just for Fun.....	11
Usher's Schedule	12

The Spiritual Significance of Ushers

An usher is a spiritual ambassador for the local church – God’s ordained and organized body of believers. The usher serves as a “first representative” of Jesus Christ for a worship service.

We enjoy God’s presence at Full Gospel Worship Center. Make no mistake, we value God’s presence. In our services we believe and know this is a holy event where God is meeting with His people.

From the tabernacle in the Old Testament to the temple and synagogue in the New Testament, God’s presence and the teaching of His word is of supreme importance.

When you serve as an usher, you set the stage for the worship experience. You are literally part of the continuing story of God’s redemption. Your spiritual readiness and act of service plays a huge role in the life-change that takes place that day.

Three Critical Door’s to Worship

Everyone who enters a worship service will pass through these doors and you will be one of the people they encounter.

Their experience with you can make or break their worship experience.

- Parking Lot Attendants – If the people get frustrated in the parking lot, they will not be receptive to what God has in mind.
- Nursery Care Givers – If the people don’t feel their babies are safe and secure they won’t be able to focus on what’s happening in the service, let alone hear what God has to say.
- Ushers – The ushers (and greeters) play a big role as the third and final Door to the worship service and experience.

We cannot overestimate the importance of the front line. Whether a clerk at a hotel desk, a bank teller, or a teenager at your favorite fast food restaurant, you know what a difference it makes to be served well. It makes so much difference it can determine whether or not you ever return.

Three Things That Can Really Hurt a Worship Service

• Distractions

Our goal is not to achieve an orderly environment; however, the number of “common” distractions that can occur in a church service are staggering. Any one of these distractions can bring a spiritual moment to a complete stop for the people in that area. If the distraction is large enough, it can affect the entire service.

Examples:

- o Not having a bulletin, offering envelopes, not knowing who to direct people to when they have concerns.
- o Cell Phones going off (Ringing or alarms)
- o Several people entering and exiting and walking in front of people.
- o Laughing and playing-not being serious at a serious moment.

• Discouragement

One of the top tactics of the Enemy is to discourage people and believers. This form of spiritual attack is common in a worship service. An usher’s quick moments of prayer can literally turn a service around and make or break a life-changing experience. One wrong word. One quick snide comment can be refuted by an attentive usher. You can quickly step in and say we are glad to have you here. You can make people feel comfortable! Your addressing an issue should be shrouded with understanding.

Example: Asking someone if they can please sit in the back of the sanctuary if you need to get up several times during the service? - Give understanding: It may distract someone from worshiping or hearing the sermon when we have to move in front of them.

• Disorganization

All churches, no matter how well organized, will have their own form of chaos. This is unavoidable when dealing with people in relatively small increments of time. The more you do as an usher to reduce disorganization and increase the quality of experience for each attender, the more likely they will be able to hear and respond to the voice of God and the promptings of the Holy Spirit.

Who Can Be An Usher?

Not just anyone can be an usher. In the same way that not just anyone can sing in the choir, work in children's ministry or lead a small group. The right gifts, passion, and ability make a big difference.

As we recruit new ushers we keep spiritual qualities, characteristics and usher responsibilities in mind. We are looking for people who exude love for God, love for the church, and willingness to serve the pastor and others in leadership.

Spiritual Qualities of an Usher

The fruit of the spirit found in Galatians 5:22-23 is a solid guideline for a good usher. This is not about perfection, but a heartfelt motive and desire to live a life of a spirit-filled believer.

- Love – In I Corinthians 13:13 the apostle Paul says that love is the greatest of these things. If you choose to genuinely love the people you serve as an usher, God will bless your actions.
- Joy – Take God seriously, but don't take yourself too seriously. Lighten up and enjoy the moment. Your spirit will be contagious to others. If you are cold, aloof, and don't smile (basically you are a grumpy usher) you will discourage others around you.
- Peace – You can add peace, calm, and order to what might otherwise be an overwhelming and hectic experience.
- Patience – This is a great quality of a good usher. Most of us are impatient by nature. People's patience can run thin. You can set a good example with your patience toward them.
- Kindness – This is the attitude that makes you approachable as an usher. Going the extra mile can make all the difference in the world! Be imaginative. Think of all the ways you could show kindness to someone as they come to worship.

- Goodness – The inner quality of goodness is a gift that results from the Holy Spirit's power working within us. This state of being will naturally spill over into our service and bring an intangible but powerful presence into the worship experience.
- Faithfulness – Faithfulness as a Christian bleeds over into your faithfulness as an usher. Showing up, being responsible and doing your ministry well matters to all of us on the Full Gospel Team. It matters to God, and it matters to all those who call Full Gospel home.
- Gentleness – A mature usher never throws around his or her authority. The best usher is a humble one who seeks to put others first no matter how much pressure may be present in the moment.
- Self-Control – It is impossible to assist in making a service run smooth if we control ourselves. In calm moments self-control is easy, it's under the pressure of hectic moments and last minute changes that your grace and self-control will shine.

Qualifications of an Usher

- **You understand the vital role of the usher ministry.**
- **You enjoy and care about people.**
- **You possess the heart of a servant.**
- **You are committed to the vision of Full Gospel Worship Center**
- **You are supportive of the Pastor and leaders of FGWC.**

Responsibilities of an Usher

- Prepare yourself spiritually.

A good usher comes prepared mentally, physically, emotionally and spiritually. This is not to be seen as a duty, but a privilege to connect with God as part of your preparation. Don't feel like this requires an hour of Bible study before you show up. God is far more interested in the commitment of your heart than the amount of your time. Take a few moments at home to connect with God and ask Him to use you as a representative of his love and an agent of His redemptive plan.

- Take initiative!

This is huge. The cardinal sin of an usher is to not pay attention. At all times watch what is going on in your area and jump in to handle it. If you aren't sure what to do, ask an usher who is more seasoned. The only wrong choice is to do nothing. Never assume "someone" else is taking care of the need. Pay attention, take initiative, make it happen!!

- Absorb the pressure of the moment, don't transfer it.

Most of the ministry of an usher is pure joy. Seriously, it's a lot of fun. But on occasion there are moments of pressure when someone is upset or something isn't working right. In these moments never transfer the pressure to the person entering into their worship experience. You are the leader. You absorb the pressure. Get help if you need it, but never make the issue their problem. You help deliver a solution.

- Follow the direction of the Pastor or the speaker who has a need for you.

All good leaders are good followers. It is important that you follow the leadership of the pastor or speaker. Be supportive and encouraging. Offer suggestions if you have good ideas, but don't be overly sensitive if your ideas aren't used. Trust that pastor will lead you and the rest of their team well.

Core tasks

- **Passing out bulletins and offering envelopes**
- **Helping people find a seat**
.
- **Giving info** – restrooms, upcoming events, nursery, visitor packet, and etc .
- **Getting info** – Visitor card, prayer requests, and etc.
- **Collect the offering - Trying to walk in unison with other ushers. Not popcorn jumping up.**
- **Assist in the execution of special moments**
- **Get an accurate people count**
- **Re-set and clean up the sanctuary**
- **Before you leave the service check with the Pastor and see if there is anything he may need you to do.**

Common sense

- **Maintain proper appearance and personal hygiene.**
- **Show up on time.**
 - **Ushers should be there 15 minutes before the service. If you come in and people are already in the sanctuary, say hello to them. Tell them today is going to be great and we are glad they are here. Ask a quick question making sure they have what they need. You set the tone! If you're complaining it will set the tone. If you're happy and excited it will spill over to others.**
- **Read the bulletin – get informed, stay informed.**
- **You are not required to usher every Sunday, but when you are on the schedule, give it 100%.**
- **If you are supposed to usher/greet and can't make it, it is imperative that you call a replacement or tell the greeters/ushers coordinator.**
- **Smile, talk to people, and learn their names!! Sweetest sound to a person is their name.**

Handling Emergencies

Emergencies are rare, but they do occur. When emergencies happen the ushers function is in cooperation with the leaders, pastoral staff and all medical and emergency personnel.

- Medical Emergency

If 911 needs to be called. Call them quickly. Find out if there is a nurse or doctor in the facility. Work with leaders to get a clear path for emergency vehicles.

- Security Situation

The most common scenario is someone acting aggressively or inappropriately and beyond your ability to control. Contact leaders to get involved. If someone is violent, move as many as you can to a safe place.

- Fire

Those in leadership will need to be connected with immediately. Move people to safety out of the building on the far end of the parking lot opposite the street. Ushers guide everyone out of the building and stop people from running over others or to get to their children. The youth workers will get the children out of the facility.

Just for Fun!

Good usher : “Just a moment, I’ll be right with you to help you find a seat.”

Bad usher: “Hey, for what I’m paid you should find me a seat.”

Good usher: “Hello, so glad you’re here to worship with us today! We are expecting God to do great things in your life!

Bad usher: “I can’t wait till this service is over I gotta work on my car.”

Good usher: “I see a need. Someone doesn’t know where the restrooms are so I will give them that information.”

Bad usher: “They will figure it out sooner or later. ”

Good usher: “The pastor has started the message so would you please turn your cell phone off unless you're reading scripture. ”

Bad usher: “I am going to text my friend that I should be outta this service by 12:30.”

Good usher: “Would you mind turning off your cell phone?”

Bad usher: “Either turn that stupid phone off or watch how far I can throw it!”

Good usher: “We have some good seats up front where you can see really well.”

Bad usher: “I’m too busy trying to get my own life in order to care about others.”

Good usher: “We have a nursery for your child. That will make your worship experience much better. I can show you where the nursery is if you would like.

Bad usher: “Look lady, I know you think your kid is special, but do I look like I care!?”

Good usher: “Have you had an opportunity to fill out the visitor card? It helps the Pastor connect with you later and possibly send a letter to you thanking you for your visit today.

Bad usher: “I think they have been here before. They never do anything with those cards anyway.”

Usher's Schedule

Fill in the Sunday(s) you would be willing to serve then turn this into the coordinator. They will make a master assignment list and get it posted so you will know which days you will serve.

1st Sunday AM

2nd Sunday AM

3rd Sunday AM

4th Sunday AM

5th Sunday AM