

# USHER

## FIRST IMPRESSIONS WIN:

To create lasting impressions of belonging in every guest...from the STREET TO THE SEAT!

## USHER POSITION DESCRIPTION:

A South Hills Usher ensures that guests feel comfortable by providing a welcoming experience as they enter the sanctuary to enjoy worship and the message.

A South Hills Usher serves for around 1.5 hours when they volunteer.

## WEEKEND:

### PRE-SERVICE

- Arrive 30 min prior to service
- Get an "I Can Help" badge from shelf in kitchen and leave any personal items
- Team Prayer before Saturday 5pm service and Sunday 8:30am service
- Pick-up an attendance sheet from the holder on the side of the refrigerator.
- Go to your assigned area on either side of the Sanctuary just past the shelves. "Left" is near Community Room and "Right" is near Kid Nation Elementary.

### DURING SERVICE

- Stand in front of shelf in the back of the room until the sermon begins
- Welcome guests as they enter the Sanctuary.
- As room fills, assist guests in finding a seat (look for open seating).
- Once seating runs out, add a row of chairs from stacks in back. If there's a handout that week, please offer them.
- Once the message has begun, take attendance and place in holder on side of refrigerator.
- After taking attendance, Ushers should sit near the back of the room, but remain available for offering, communion or adding chairs if the room continues to fill.

### AFTER EACH SERVICE

- Walk around, discard any trash and clean up any spills
- Make sure chairs are straight and if chairs were added, stack them in back.
- If directed, replenish any handouts on chairs
- Return "I Can Help" badge shelf in kitchen

## OFFERING

- Offering buckets will be stacked on the right side of the stage (one per row)
- After offering has been prayed for, Usher (right) hands a bucket to the person closest to the end of the row and they will be instructed to pass it all the way across to the other side. If rows have been added, you'll have to help pass the bucket from the right side to the left side.
- Usher (left) collects buckets starting in the front row.
- Both Ushers meet on left side near stage and take offering back to safe in office area. If Ushers are married/related, the Service Coordinator will walk back with them.
- Put offering in the appropriate service envelope and Connection Cards/I Said Yes cards in separate envelope. Place offering envelope in safe.
- Bring buckets back to stage right for next service.

## COMMUNION

Your Team Lead will let you know when it is a communion Sunday (typically the 2<sup>nd</sup> Sunday).

- Before each service – bring prepared elements from kitchen and place on 5 tables in Sanctuary.
- After each service - take communion supplies to kitchen, replenish for next service.
- After Saturday 6:30pm - replenish and put in fridge for Sunday 8:30am service.
- After Sunday 11:30 - take items to the kitchen, discard unused elements, clean and put away all communion elements in upper cabinet (labeled communion).

## SECURITY

- If there is an emergency or security issue:
  - Assess the situation
  - See if you can handle it yourself
  - If assistance is needed, find the Security Guard or Sunday Experience Coordinator
  - If they cannot easily be located, go to the sound booth or kitchen shelf and use the walkie talkie (channel 1) to contact the Security Guard.