HOLY FAMILY CATHOLIC CHURCH

One Day (Hospitality) Ministry

Overview, Procedures and Responsibilities

Created December 2015

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PARISH MISSION STATEMENT
Love God. Love Others. Make Disciples. Matthew 22: 37-39, John 15: 17, Matthew 28: 19

PURPOSE
To joyfully and sincerely welcome **each** person coming to Mass and/or Services/Events at Holy Family

IMPORTANCE OF THE ONE DAY MINISTY
The Holy Family One Day Ministry is comprised of our Hospitality Ministers (Parking Lot, Greeters, and Ushers) as well as our Liturgical Ministers (Lectors and Extraordinary Ministers).

Hospitality ministry is generally the first interaction newcomers or visitors to the parish encounter when coming to Holy Family. The number one reason newcomers tell us as to why they *come back* to our church is our hospitality. Admittedly, this gets played out in a number of ways over the course of a person's weekend experience. However, more often than not, the most impactful way is a gentle smile and friendly greeting at the front door. That greeting makes all the difference when it comes to influencing the unchurched or newcomer's feelings and sense of belonging as they step into our church.

It is sadly true that this basic act of welcoming is often neglected at churches. We have not always done this well. While there may any number of reasons for this, it should never be allowed to persist. The churches that are most effective in retaining first-time guests understand the importance of this ministry. To this ministry should be assigned a parishes best, most welcoming ministers. Parish leadership should support and encourage them -- gathering the greeters together for ministry wide meetings and seasonal celebrations for example – making them feel valued, and affirming the critical role they play in the life of the parish.

OVERVIEW
Hospitality Ministers, especially greeters and ushers, are needed for:

- All Weekend Masses (Immediate) – Parking Lot Team (Long Term Plan)
- Holiday Masses (Immediate) – Parking Lot Team is vital
- Daily Mass (Long Term Plan)
- Weddings and Funerals (Long Term Plan)
- Conferences and Other Church Events (Long Term Plan)

Because there are so many different events and occasions in which greeters are utilized, and given that we have scores of greeters in our ministry, we take care to provide direction and promote consistency in what each greeter does. **Our mission is simple: to affirmatively greet each person coming into and out of church, to look at them, to smile, and to engage them with a welcoming or exiting phrase.** We would like each person who comes to Holy Family to feel that they are genuinely welcome, and that their presence is desired and valued.

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RESPONSIBILIITIES PRIOR TO GREETING PEOPLE

Parking Lot Ministers, Greeters, and Ushers are assigned to greet sometimes weekly, though sometimes only sporadically - perhaps monthly. Therefore, it is each Greeter's responsibility to **be prepared to conduct a well-planned greeting experience.**

Each minister is encouraged to:

- Prayerfully ask the Holy Spirit to give you the guidance to present a good greeting experience.
- Dress appropriately
- Always be polite and smile while greeting
- Authentically engage each person with love and enthusiasm

WHAT SHOULD I SAY?

There are a number of good things to say to those **ENTERING church:**

- Welcome
- Good Morning/Afternoon/Evening
- Glad you are here with us today
- Beautiful day isn't it?
- Beautiful day for a wedding (wedding)
- Sorry for your loss (funeral)
- You are never too late for God (If someone says: I'm sorry I'm late)

There are a number of good things to say to those **EXITING church:**

- Have a good week
- Thanks for coming
- See you next week
- Have a beautiful day
- Congratulations (wedding)
- Sorry for your loss (funeral)

THINGS to AVOID / KEEP IN MIND

A Hospitality Minister is human. Things come up. Personal circumstances might mean that the Minister is not up to the important task of greeting on a given day. It is OK for a Hospitality Minister to ask someone to fill in.

Further thoughts – **Hospitality Ministers should be reminded to avoid being distracted**. It is important not to stop and talk with friends or family when greeting - to ensure that each guest has the door opened for them and that they receive a proper greeting. Additionally, refrain from eating or drinking.

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SPECIFIC GUIDELINES FOR PARKING LOT MINISTRY

Short-Term: Christmas / Easter Masses
Arrival Time: 1 Hour Prior to Mass Start

Long-Term: Every Sunday
Arrival Time: 30 Minutes Prior to Mass Start

It's more than just parking cars. You are the first impression people have when they drive onto our campus. Greet them with a smile and welcome them. Assist them to the best of your ability.

***Supplies Needed: "Light Sabers" & Vests* – you can pick these up from the Ministry Room**

See the diagram below and be familiar with the stations/roles of each Parking Team Member (PTM).

Parking Team Members 1-3 work together on the Pinehurst entrance, LEFT if looking at the Church, filling parking in Lot A then B, C, D, E, F. (Black Color on Diagram)

PTM 1 should be stationed at the top of Pinehurst Entrance directing people along the One Way.
PTM 2 should be stationed at the entrance to the row you are parking cars in.
PTM 3 should be stationed at the parking space you want the car to enter.

Parking Team Members 4-6 work together on the Lower Roswell entrance, RIGHT/RECTORY Side if looking at the Church, filling parking in Lot A then B, C, D, E, F. (Aqua Color on Diagram)

PTM 4 should be stationed at the top of Lower Roswell Entrance directing people to the right side (if you're facing the Church building).
PTM 5 should be stationed at the entrance to the row you are parking cars in.
PTM 6 should be stationed at the parking space you want the car to enter.

Diagram for Parking Lot Teams

SPECIFIC GUIDELINES FOR GREETERS

Short Term: Every Sunday Mass & Holy Day of Obligation **Long Term: Serve at a Mass you're not attending &**
Arrival Time: 30 Minutes Prior to Mass Start **Serve at Funerals, Special Events**
For Christmas & Easter Masses, please arrive at least 45 minutes early

We want to have individuals and families greeting, both outside and inside the church, both **before and after Mass**. We want to **encourage families to greet outside** along the drop-off driveway, and allow individuals/couples to greet at the exterior doors and inside the church; this promotes movement into Mass without creating unnecessary traffic build-up.

It is our desire that a person be greeted at least three times before they sit for Mass. See the diagram on the next page for greeting location. Please be familiar with locations and roles.

Family Greeters (1&2) should be stationed on either side of the drop-off driveway; welcome people to Mass (and to Faith Formation classes if you're on the Education Building side). Plan to greet up until Mass is about to begin.

- **Inclement weather** - one family will greet under the overhang closest to the rectory side; other family will be off (or can do the end of Mass)
- Please plan to greet up until Mass begins

Greeters 3&4 should be stationed at the exterior doors. When there is a steady flow of people entering, please keep the doors open. When arrival is sporadic you may keep the doors closed (to help with air conditioning/heat); please be watching when people near the building to open the door again.

- Please plan to greet up until the start of the First Reading

Greeters 5 (&6) should be stationed at the interior doors that lead into the sanctuary. Please make sure to keep people moving into the sanctuary. If there are people waiting around talking, **kindly** ask them to step to the side, to continue to allow people in. Be knowledgeable of where the restrooms, chapel, and offices are in case anyone asks you for directions.

- **Handouts** - occasionally you may be asked to pass out a booklet (ex: Palm/Passion Sunday). We will notify you if this is the case; handouts can be found in ministry's room
- Please plan to greet up until the start of the First Reading

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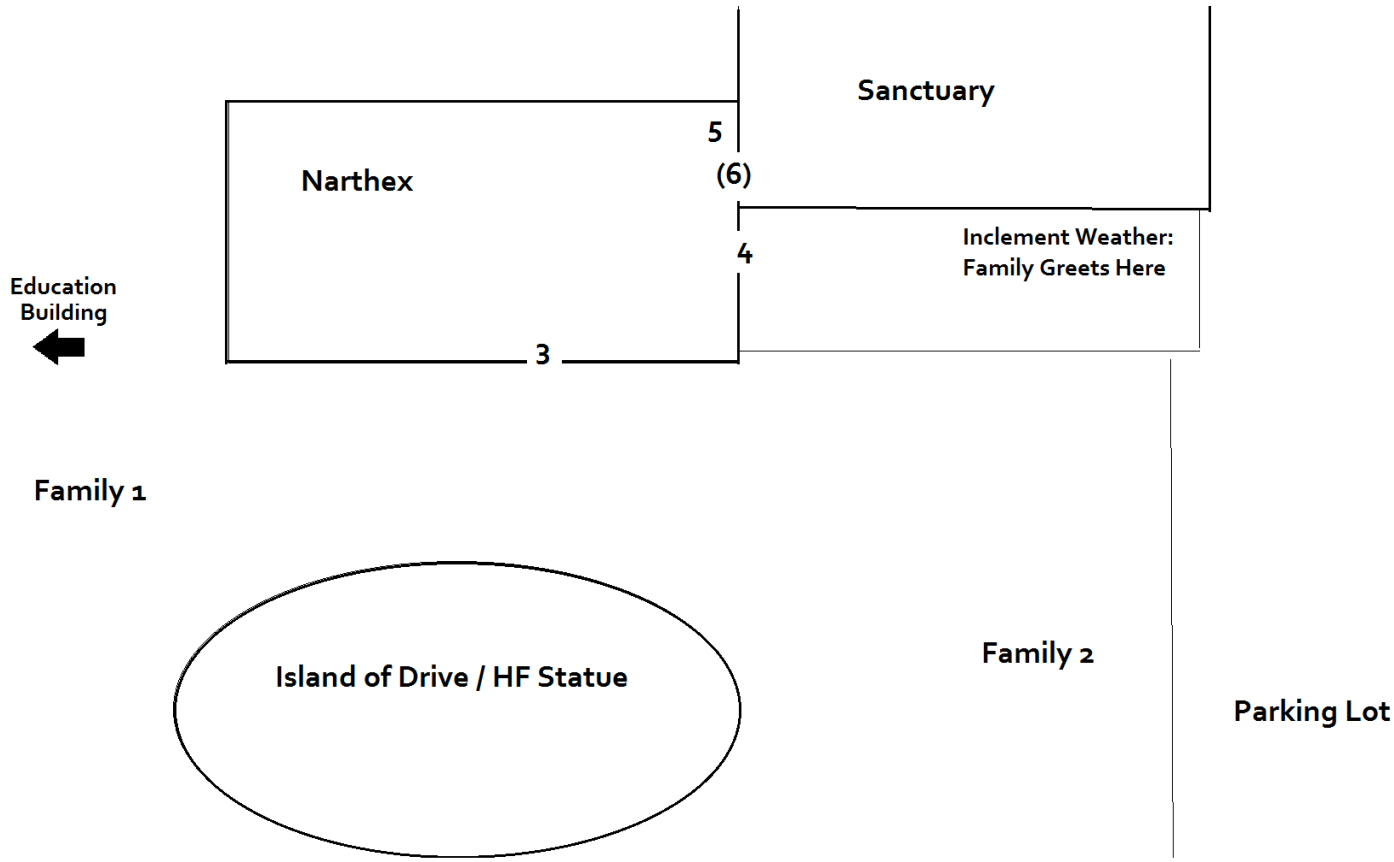
Diagram for Greeting Teams



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SPECIFIC GUIDELINES FOR USHERS

Short Term: Every Sunday Mass & Holy Day of Obligation **Long Term: Serve at a Mass you're not attending &**
Arrival Time: 30 Minutes Prior to Mass Start **Serve at Funerals, Special Events**
For Christmas & Easter Masses, please arrive at least 45 minutes early

You are the final branch of our hospitality team and are crucial at assisting people inside the Sanctuary and ensuring people have a positive Worship experience. Please be familiar with the job responsibilities, as well as the positions and diagrams below.

Responsibilities prior to Mass:

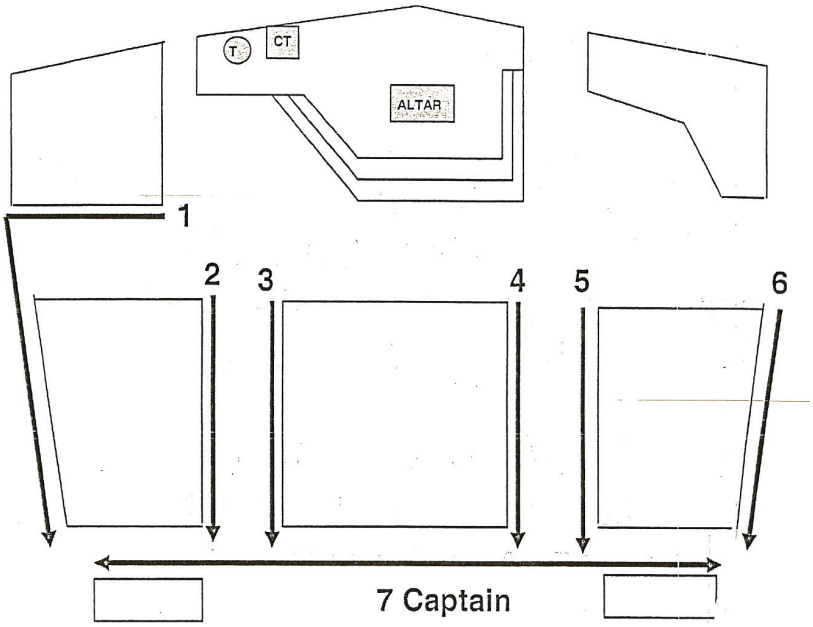
- If Reserved Seating is necessary (for greeters, special guests, etc) please do so immediately
- Be welcoming as you wait in the back of the church looking to seat people.
- Nicely encourage people to slide over and make room. Be patient with those who are "reserving" seats and ask again; if they still refuse, let it be.
- **Ushers 1, 3, 4, 5** should focus on seating people closest to the Altar moving toward the back.
- **Ushers 2 & 6 (& 7)** should be aware of elderly or those in need of special assistance who might prefer entering directly into the Church Sanctuary (bypassing the Narthex), and open the door for them.

Responsibilities during Mass:

- Continue to assist people in finding seats and encouraging people to make room in the pews.
- First (and second) Collections (including depositing money in the safe and signing).
- **Ushers 2, 4, 5** will help to guide and direct parishioners for Holy Communion; **Usher 2** should make sure the small, front section by the Tabernacle receives communion first, prior to the large section; **Usher 3** will escort the Altar Server and two Extraordinary Ministers to the rear of the Sanctuary.

Responsibilities after Mass:

- More than just handing out bulletins – THANK PEOPLE for coming!



The Diagram to the Left designates the Aisle each usher is responsible for in terms of welcoming, seating, Collections, and Communion.

Usher 7, the Captain, is optional and only if we have extra hands.

Ushers 1 & 6 can assist with the Handicap/Back Rows for Collection.

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SPECIFIC GUIDELINES FOR LECTORS

Short Term: Every Sunday Mass & Holy Day of Obligation **Long Term: Serve at Funerals, Special Events**
Arrival Time: 20 Minutes Prior to Mass Start
For Christmas & Easter Masses, please arrive at least 30 minutes early

You have the vital role of proclaiming ***God's Word*** to His people. Please make sure that you have **read all the Mass readings in advance** and that you have specifically practiced your reading out loud several times.

The Following are the Responsibilities for a Lector at a **Vigil/Sunday or Holy Day of Obligation Mass**

Prior to/Start of Mass:

- Find the Lectionary (usually on the back countertop in the Sanctuary; if not there – see the Sacristy) and make sure the ribbons are set in place for today's readings
- Lectors will carry the Lectionary – lifted high – down the main aisle to the Ambo. Walk behind the Altar Servers and in front of the Deacon and Priest. When you reach the end of the aisle, stand in front of the Ambo; bow when the priest bows. Only the lector carrying the Lectionary should take it up to the Ambo. Make sure to open the Lectionary to today's readings. Bow to the word and bow at the center of the altar before returning to your seat.

During Mass:

- The lector for the first reading should go up when the congregation sits for the first time (after the Collect). Unless you need the railing for assistance up to the Ambo, please walk to the center of the Altar, bow and then proceed up to do the reading. When you are done proclaiming, bow to the Word, return to the center of the Altar, bow and return to your seat.
    - If you need the railing for assistance, bow toward the Altar from the side before walking up the stairs
- The second lector will go up to read after the Psalm has concluded. Follow the directions as listed above.

End of Mass:

- A lector will need to get the Lectionary at the end of Mass to process out with it. When the priest and deacon go to kiss the Altar, please go up to the Ambo to retrieve the Lectionary. When you step back down, bow when the priest and deacon bow; follow the Altar Servers up the main aisle. You may leave the Lectionary on the back counter.

The Following are the Responsibilities for a Lector at a **DAILY MASS**

- The lectionary should already be on the Ambo from the start of Mass. You will do both the First reading, Psalm, (Second Reading if there is one), and the Alleluia.
- The lector for the first reading should go up when the congregation sits for the first time (after the Collect). Unless you need the railing for assistance up to the Ambo, please walk to the center of the Altar, bow and then proceed up to do the reading. When you are done proclaiming, bow to the Word, return to the center of the Altar, bow and return to your seat.
    - If you need the railing for assistance, bow toward the Altar from the side before walking up the stairs
- Make sure to pause between each of the readings

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SPECIFIC GUIDELINES FOR EXTRAORDINARY MINISTERS

Short Term: Every Sunday Mass & Holy Day of Obligation **Long Term: Serve at Funerals, Special Events**
Arrival Time: 20 Minutes Prior to Mass Start **All EM's serve a Holy Hour**
For Christmas & Easter Masses, please arrive at least 30 minutes early

You have the beautiful role of sharing ***Jesus Christ, Body & Blood, Soul & Divinity*** with His people.

When serving as an Extraordinary Minister:

- Take the cross off the board in the ministries room for where you wish to serve.
- Put the cross on prior to approaching the Altar during the Lamb of God.
- Make sure to line up as close as possible to the step and tabernacle. If at all possible, whoever is serving the Precious Blood – Deacon Side, please be the closest to the Tabernacle; this makes it convenient to serve Communion to the choir/band and then continue to your designated spot.
- Remain prayerful and joyful when standing behind the Altar; this is when you are most visible to the entire congregation.
- If you are H2 + PB2 – please wait for the Altar Server (and Usher) before going to the back of the Church

Some reminders about distributing Holy Communion:

- Do not rush this moment! You are distributing a Sacrament. Smile and make eye contact; be friendly and welcoming – this is your time to be hospitable; you are giving the Body & Blood of Jesus Christ to the mystical Body of Christ! What a gift!
- Elevate the Host or Chalice to the receiver's eye level and speak clearly – "The Body of Christ." "The Blood of Christ."
- If the receiver does not say Amen, please say it for them.
- If someone approaches with arms over their chest (or for small children) – **DO NOT TOUCH THEM** (safe environment) and **DO NOT MAKE A SIGN OF THE CROSS** (you are not ordained to do that or offer any blessing).
    - Options for what to say: "May God bless you." OR "May God bless you, Father, Son, and Holy Spirit."
- If you drop a Host, please pick it up – put it back in the Ciborium, return it to the person who dropped it, or consume it yourself. Make a note of where the Host fell; let a priest/deacon know.
- If you spill the Precious Blood – use the Purificator to cover the area; extra ones are on the altar. Make sure to notify the priest/deacon.
- If you notice anyone not consume the Body of Christ (Host) – **kindly** ask them to consume or give to you. Avoid making a scene, but be diligent; if it's an issue, speak with an usher, deacon, or priest.

(Extraordinary Ministers & Diagram continues to next page)

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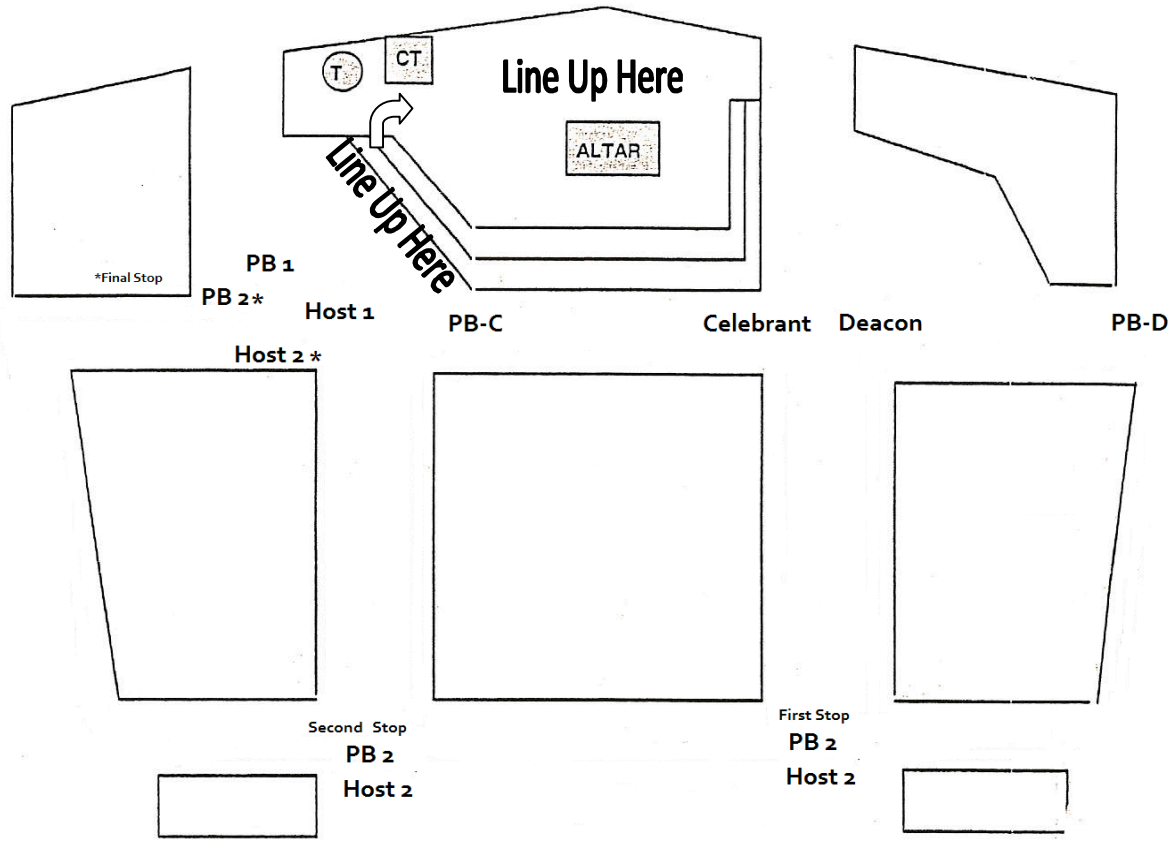
Some reminders for Post-Holy Communion:

- When the Precious Blood is finished (if Communion is still going on), please go ahead and return the Chalice and Purificator to the small table to the right of the Tabernacle.
- At the end of Holy Communion, if you still have Precious Blood remaining, please consume (by yourself or ask another Extraordinary Minister. If necessary, you can ask the priest or deacon). Return Chalice and Purificator to the small table beside the Tabernacle.
- The Ciboriums should be returned to the right side of the Altar (if you are looking at the Altar). Please make sure to cross in front of the Altar, not behind, to avoid collisions with priest, deacon, or altar server.
- Make sure to remove your cross and wash your hands at the small table to the left of the Tabernacle (by the Baptismal Font).
- Only remain standing to the side if the priest or deacon is about to repose the Eucharist into the Tabernacle and bow as they kneel. If you finish while Holy Communion is still taking place, you may return to your seat.

There should be a total of 8 people serving Holy Communion at Mass; 3 at Daily Mass.

- **Extra Priest/Deacon serving –** There is only a need for 5 Extraordinary Ministers.
- **Missing a Deacon/Acolyte –** We will need 7 Extraordinary Ministers; the additional person will stand in the Deacon's usual spot



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SPECIFIC GUIDELINES FOR AV/TECH CREW

Short Term: Every Life Teen Mass **Long Term: All Sunday Masses**

Arrival Time: 30 Minutes Prior to Mass Start

For Christmas & Easter Masses, please arrive at least 60 minutes early

You help create the irresistible environment that is one of our focuses for making church matter. The AV/Tech Crew is (will be) responsible for: sound quality, lyric and video projection, and lighting during Mass.

Audio Team

- Primary Focus: Adjusting volume for Lectors and Musicians (and Priests if necessary).
- Must be trained with how to use the iPad and Sound System in the Church Sanctuary (and the Parish Center Sound System for Christmas Eve LT Mass).
- Vocal levels should **always** be above instrument levels.
- Music levels should **always** be just a bit louder than the congregation.
- Adjust volumes by standing at the back of the Sanctuary. Since you are in the back, please do not be a distraction to parishioners.

Visual Team

- Primary Focus: Projecting lyrics and readings for the Mass. We want to use the screens to enhance, not detract, from the liturgy.
- Must be trained in Pro-Presenter & Projector.
- Keep the screen clear and easily readable (4-5 lines max…with the exception of readings).
- May need to rehearse with Worship Team to know how they are arranging / order of songs.

Lighting / Filming Team

- Primary Focus: Create a worshipful environment by use of lighting without being a distraction. Film messages as needed that can be posted online.
- Must be trained in lighting for the Sanctuary & Parish Center, as well as any other additional LED or special lighting being used.

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