

DCBC Usher & Welcome Ministry



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Who's Coming Every Sunday?

A. Guests

They're coming to our church next Sunday, are you ready?

We need to see them as guests instead of visitors. We shouldn't say, "thanks for worshipping with us", we should say, "I'm glad we're worshipping together this morning!"

From first glance, know our guests in terms of:

- occupation
- needs
- motivation
- salvation

What did the guest do the morning prior to coming to church?

The guest brings with him/her certain needs. Along with these needs is a degree of expectation, apprehension, and anxiety. The first job of the usher is to provide a warm friendly sincere welcome to reduce his/her stress upon entering the church.

"When people walk into a church for the first time, the person that greets them is, to them, the church. The opinions they are forming of the particular usher who is helping them are the opinions they are forming of the church. A guest is most important person that attends the church on Sunday. His attendance may have been motivated by a friend, or a deep need. He brings his hurts, questions, and apprehensions. He looks for warmth, acceptance, and smiles. When he receives these things, he will return, when he returns, he will find God."

--John Maxwell

B. The Church Members

Serve wholeheartedly, as if you were serving the Lord, not men. --Ephesians 6:7

Church members belong to a local body of believers their church home. Sons, daughters, fathers, mothers and church members are united with fellow member forming their church family.

Church members bring to the door of the church needs, apprehensions and anxieties. They know all about the church, know many other members, even serve the church. What they need is warmth, acceptance and love of the church family. For a week they have been in the world. On Sunday morning, they come home.

Ushering as the “One Another” Ministry

Accept One Another

Accept one another, then, just as Christ accepted you, in order to bring praise to God. --Romans 15:7

This is the ministry of mutual acceptance. It is based on Christ’s teaching of unconditional love. A warm greeting says, “You are somebody. You matter to me. We are glad you are here. I want you to feel welcome.” This is the ministry of an encouraging word. Keep up with people and their lives.

Be Devoted to One Another

Be devoted to one another in brotherly love. Honor one another above yourselves. -- Romans 12:10

Example:

Mr. and Mrs. Smith’s son just graduated from college, “I just heard about your son Jim, you must be proud.” or Mr. Harts’ job promotion, “Congratulations on your promotion!”, or a loss in the Adam’s family; “I’m sorry for your loss, is there anything the church can do?”

Be devoted to one another. Many people come to church on Sunday weary from a week of frustration. It is the job of the usher to uplift that person, even in the smallest way. The world is tough, cruel and hard; the church shouldn’t be. The church usher opens the door to a kindly church, to the ministry of a helpful pastor, and to the potential of a spiritually refreshing worship experience.

Love One Another

Let no debt remain outstanding, except the continuing debt to love one another, for he who loves his fellowman has fulfilled the law. --Romans 13:8

This is the ministry of unconditional love. This is expressed in abounding goodwill toward people who may or may not earn it, and may or may not accept it. This is love without prior condition.

Greet One Another

Greet one another with a holy kiss. All the churches of Christ send greetings. --Romans 16:16

This is the ministry of human touch. A handshake or a hug can replace a kiss. Eye contact is so important while shaking hands. An usher must use caution here. Our guests will more than likely

resent a hug. Hugging a man's wife is also touchy. Most people do not resent a warm handshake.

Serve One Another

You, my brothers, were called to be free. But do not use your freedom to indulge the sinful nature; rather, serve one another to love. -- Galatians 5:13

The Church Ushers / Welcome Team

Would you be surprised to find out that there are people who have attended our church on Sunday morning and left feeling that they were unwelcome? None of us would have a guest in our home without going to extra efforts to make them feel comfortable and wanted. We should all be doing the same at church. If you're not sure who the new people are, here's a good line to try. "Hi, My name is _____. I'm not sure if we've met." Try it this Sunday. It's easier than you might think, and you may even make a new friend!

The ushers ministry is based on the desire to welcome people coming into heritage with the love of Jesus Christ. Ushers are stationed at each door and to provide the first contact to our guests and fellow church members. A smile, or hug or word of encouragement is just what they may need, and the ushers provide their necessary human touch.

Being an usher is one of the most important positions in a church. He/she is like an ambassador of the church the outside world and is a host/hostess to the congregation. The selection is based on Christian maturity, character and personality. The ushers should consider it an honor to have been chosen and are expected to serve faithfully and diligently. The usher team must be well organized so that each person has a specific role and location. All ushers must be familiar with their duties as defined by the church and be faithful to carry them out.

Here is what it means to be an "USHER" at DCBC

- **Understand your role**
- **Show your love**
- **Help new comers**
- **Ensure a good worship experience**
- **Relationship building & connecting**

Understand Your Role

Ushering is an IMPORTANT MINISTRY! You do the following each Sunday:

- Welcome people to corporate worship – which is the highlight of the church body life for the week
- Partner with those who are bringing seekers to our midst in their efforts to evangelize for Christ

- Are the first representative of Jesus Christ!
- Are DCBC's first impression to new comers too!

Show Your Love

Loving God and loving others is the greatest commandment from God to us. Your ministry is to make each person who come through our doors feel welcomed, valued, and respected. Think about how you would show love to all different kinds of people on Sundays:

- New comers / guests?
- Church members?
- Frazzled mother with 4 kids?
- Teens? College Students? Grandparents?

Help New Comers

Your ministry is to help them feel welcomed! One of the ways to do that is to help them know where things are...

- Childcare / nursery areas
- Teenager programs
- Restrooms
- Sunday school rooms
- Lunch!

Another way is to help them connect with regular attenders, and help them to have as good a worship experience as possible.

Ensure a Good Worship Experience

A good worship experience starts even before a person sits down. When a believer walks in to our building, if we can show her Christ's love through our warm smiles and welcome heart, she will remember that she is gathering with her brothers and sisters in Christ - with God's church to worship as one body.

Ushers also help to minimize disruptions to the worship service by helping direct people, closing and opening doors at appropriate times, etc. Ushers can make a difference in how the worship goes for everyone!

Relationship Building / Connecting

Know that you may be the only contact for some people at DCBC for that week. How can you help people connect with one another that week? How can God use you to build relationships with someone that week? You should take initiative to get to know new comers and connect them to regular church members before & after worship service.

Our Approach

Team-oriented

We value working together as a team. So we want to have 3 to 4 teams of ushers (6 to 8 people per team) who will be ushers for one month. Within each team, there will be several roles:

- Team captain - this is the point person who will make sure all the jobs are done, will know which team member would not be able to serve, and be the main contact for the usher / welcome ministry coordinator.
- Greeter (2-3) - these people will greet those coming to worship with warm smiles, they will also pass out bulletins and direct people to the right places (e.g., bathroom, Cantonese service, etc.)
- Welcomer (2) - these people will be the ones passing out the welcome cards / gifts during the welcome portion of the service. They will also be the ones collecting the welcome cards from the new comers and try to connect with the new comers with other people.
- Attendance counter (2) - these people will count the attendance at around 10 AM - please do so discreetly (2nd floor balcony may be a good place to do so)

Connect People

We should help people connect to one another. The more connection people make at DCBC, the more welcomed they would feel! For new comers, help them to connect to people you know who are in similar life stage or have similar interests. Or connect them to community group leaders (the community group leaders know to invite people to visit their groups).

Follow Up

If there are new comers, please do the following...

- hand out the welcome card (on a clipboard with a pen)
- after service, collect the the card from the new comer and give them a welcome gift
- use the opportunity to talk to the new comer - get to know him/her and help them connect with other people
- take them to Sunday school or give a brief tour of the building
- return all the filled-out welcome cards to the office area - you can either give the cards to Mei Yatco (via mailbox) or leave it in David Tang's office (or mailbox)
- The church office will send out a welcome letter to the new comer
- Please follow up with the new comer with ONE call during the next two weeks to see how you can pray for them and help them to connect
- Look for the new comer next week - when you see him/her, welcome them back!!

Basic Job Expectations

- Your spiritual life is not irrelevant
- Pray!
- Be on time and serve when scheduled
- Dress appropriately
- Smile and greet people WARMLY
- Learn names and faces (the best you can)
- Know basic information about the church and the church facilities

DCBC Usher Job Description (English Worship)

Ushering

- Be well rested and prepare your heart through prayer.
- Wear business casual is appropriate; more formal for serving communion.
- The ushers will be the default people to welcome all first time guests.
- Set up a table weekly inside the family center with new comer's bag (mug, pen, church info, welcome card) and any other literature (such as Bible reading plans).
- At the end of the service, the ushers will stand by the welcome table, they will do the following:
 - greet the newcomers (if any) until 11:00 AM
 - have the newcomers fill out newcomer's card
 - invite the new comers to go to Sunday school or to lunch
- The head usher for the week will give the completed newcomer's cards to the church secretary by the end of the day (he or she can just leave the cards in the secretary's mailbox; another option is to leave the cards in David Tang's office).
- The ushers will also be in charge of preparing and serving communion on the first Sunday of every month.
- Prepare welcome packets and pencils.
- Greet each person by first name, if appropriate, while handing out the bulletin.
- Encourage people to sit at the front so that late comers can quietly and sit in the back.

During the service

- Close the main entrance doors to the family center as soon as the praise leader starts the call to worship; direct the people through the back entrance.
- The ushers can help maintain the worshipful atmosphere by not allowing any entry during the following segments of the service:
 - All prayers
 - During singing (but when a song is done, it is okay to send people in)
 - Responsive/Scripture reading
 - Communion

- Except for an emergency, you should discourage people from entering or leaving the worship hall.
- Pass out welcoming packets when the moderator welcomes the guests.

After the service

- Connect with the guests and help to make them feel welcomed; also help them to connect with other people who are in a similar life stage
- Collect the information cards from the guests and place them to the church secretary's mail slot in the church office
- Direct the congregation through the doors to avoid congestion
- Direct guests to appropriate Sunday school classes

The usher serves more than just opening doors, distributing bulletins, preparing the supplies, seating worshipers, ensuring comfort, and keeping the worship service free from disturbances. He/she is on the front line of duty for the church. Many times the usher is the first impression others have of the church. Be always ready with a smile and a friendly handshake. Be visible in the doorway and happy to help answer any questions and point people in the right direction for classes, nursery, restrooms. He/she is responsible to take the attendance and collect the guest cards from the guests. He/she also helps to pick up the bulletins and communion cups left after the service.

Job Description by Timeline

Before service - 8:15 am (this is for the hospitality team)

- Hospitably services - coffee, tea
- Bulletin folding, etc.

Before service - 9:00 am (ALL)

- Pray with the pastor for the service and for opportunities to minister to the brothers and sisters

Before service - 9:15 am (Team Captain)

- Turn on Foyer lights
- Check that there are offering envelopes and pens are in the offering box.
- Check that bulletins are ready
- Prop entrance doors open
- Roll the welcome cart into family center (should have guests bags and info in car)
- Check that seating is arranged in cry room and that the volume is turned on
- On rainy days set out umbrella buckets
- Beginning passing out bulletins

As service begins (Greeter)

- Close main doors and place signs directing guest to side entrance
- One to two ushers at side door to further distribute bulletins, control entering during prayer, scripture reading, and special music

During service (Attendance Counter, Welcomer)

- Ushers to be aware of unoccupied chairs and slowly guide guests to those seats
- If handicap guests arrive be aware of where to place seats for their convenience
- If seating guests in the back row seats, help pull out chair to seat
- Count attendance about 10am. Include cry rooms, A/V room, stage, overflow rooms
- Be prepared to pass out gift bags to guests

After service (Greeter, Welcomer)

- Prop open all entrance doors
- Greet especially those that have welcome bags, obtain guest information cards
- Roll welcome cart back to foyer and place welcome bags in cart

If helping with Communion (2 required) 8:30am (ALL)

- Prepare 6 trays of juice and crackers
- Clean and return trays to storage after service

Additional knowledge (ALL)

- Know how to make copies, esp. bulletins
- Know what to do in case of emergencies
- Know who to contact in case of AC or heating issues (DCBC Facilities Manager May Houg: 469-733-6292)