

# **Greeters Handbook**

**Revised August 2010**

## What is a Greeter?

A greeter is an individual who welcomes church attendees as they enter the building. The greeter also assists people with needs during a worship service as they welcome the regular attendees and guest. The dictionary defines the word greet this way: "to give a word or sign of welcome when meeting (someone); to receive or acknowledge in a specifies way; to become apparent to (a person arriving somewhere).

## What does a Greeter Do?

The general responsibilities of a greeter are as follows:

1. *A greeter is one who opens doors and greets those arriving at church.* You only get one chance to make a first impression. As the old adage goes, "first impressions are lasting impressions." Many times the first and best impression of the church is made by the greeter. Each outside door of a church should always be manned by a greeter. Inside doors should be manned as well. The best thing about the greeter ministry is that they do not have to miss any of the worship services. It is good that a few greeters stay at the doors past the beginning of the service for those running a little late.
2. *Greeters smile them in and smile them out.* Extending courtesy to those who are leaving the building is a bonus that requires extra commitment on behalf of the greeters. The greeter's motto should be "Smile them in and smile them out."
3. *A greeter is often the one assigned to distribute the weekly church bulletin.* Most people in the church look forward to receiving the weekly bulletin. Visitors especially are interested in finding out what kind of activities and ministries are offered by the church. A greeter offering visitors the bulletin at the door keeps them from having to look for it.
4. *A greeter is one who assists the people, especially with information.* There is no way to exhaust the meaning of the word, assist. It can be anything from helping an older person get out of his or her seat, to carrying a diaper bag for an overwhelmed mother, to holding a child, to assisting someone who is carrying something, to helping someone with a coat or

Ushers and greeters work hand in hand as a team to assist the people who attend the church. This means, that is someone is in need of any thing, the greeter helps them. Greeters should always know where to get tissues, cough drops, a bottle of water or even a piece of candy if a person has a diabetic reaction. There should be a box in the sanctuary containing these items that is accessible to all of the greeters.

Every greeter is an “information booth” for the church. People will ask them questions every week.

The most often asked questions are as follows:

1. Where is the restroom?
2. How do I get to the nursery?
3. Where do I go to take my children to children’s church?
4. Where can I obtain a CD or DVD of today’s service?
5. What time does the service begin?
6. What time does the service usually end?
7. Is there a place where I can hang my coat?

The biggest difference in a good greeter’s ministry and in an excellent one is how they answer these and other questions. Good greeters point people in the right direction , while excellent greeters take their guest to the place they need to go. Obviously, enough greeters are needed to cover for each other if the policy is to take people instead of directing them.

### **Who Can Be a Greeter?**

Traditionally, greeters in church have been female, while ushers have been male. The trend of church hospitality is changing and more and more churches are mixing the genders and ethnicity of their ushers and greeters in order to be more open to all types of people.

Mixing the team gives the church more of a family-friendly feel, which make people feel more welcomed. This also allows families to participate in a ministry together. The greeter teams should reflect the overall constituency of the church. It should be made up of male and female, as well as various ages and ethnic groups. The most important ingredient is that they are responsible, trustworthy, friendly and have a servant’s heart.

## **The Greeter Team**

The size of the greeter team may vary according to the size of the church. But regardless of the church size, all greeters should report to the usher captain or the Pastor of Ministries. Schedules are generated, mailed, and should be followed. If a greeter is unable to fulfill the assignment the greeter should call the usher captain.

## **Organizing the Teams**

In order to organize the usher teams, the first rule is to give everyone a time and place to check in. The schedule for the greeters operates around the service times for the worship services. A good rule of thumb is to have every greeter at the meeting 30 to 45 minutes early. Once everyone is there make sure they are away of any special assignments for that day, such as handouts or special orders of the day. Only the people serving in that service should attend the pre-service meeting. After the announcement segment is completed, the captain should make sure team members know their assigned areas for the day.

The designated meeting place should be a place to get equipment, badges and /or anything else the greeters may need for that day. There should be items in stock, such as guest packets, extra badges, tissues, first-aid kits, in pens, walkie-talkies—and any other devices or products used on regular basis. There needs to be a diagram showing greeters where their assigned area is in the building. It should have a layout of the building and should illustrate the positions of each person on the team. This ensures that everyone knows his or her area.

Greeters should have a personal copy of the handbook to refresh themselves on the personal copy of the handbook to greeters ministry. Extra copies of the Greeters Handbook should also be available in the meeting room.

## **Handouts**

If there is a special handout to be distributed in the service, the team captain should make the teams aware of it in the pre-service meeting. Some churches may give handouts every Sunday.

Things like bulletins, sermon outlines or song pages may be a part of the regular routine. If so, there should be a designated place to pick up these items each week.

## **Visitors Package**

Greeters should always be aware of the guest cards in the pews. All guests should be directed by a minister from the pulpit to take their card to the (MVG) Most Valuable Guest center and there they will receive a welcome visitor gift.

## **Greeter Identification**

Greeters should be easily identified. Some identification methods used include the following.

1. Jackets
2. Vests
3. Sashes
4. Boutonnieres
5. White Gloves
6. ID badges

Regardless of the method of identification chosen, each greeter should also wear a name tag that says "greeter". Identifying the greeter gives a warm personal feeling to the person using the greeter's service. When asked to help the greeter should introduce himself to the guest. The guest then can call the greeter by name. This also makes the greeters feel appreciated.

## **Monthly Schedules**

If a church chooses to use a monthly schedule for the greeter, it should be accessible for each and every greeter, just incase someone misplaces there schedule . In addition, it is best to mail it to all the greeters.

## **Personal Hygiene**

Since the greeter is the first impression of the church, proper dress, personal hygiene and freshness of breath are very important. Greeters should be required to dress in a manner that is fitting to the custom of the typical dress code of church leaders. In addition , breath mints should be available to greeters in the greeter center. The greeter needs to always look their best.

**Greeters at a Glance**  
**Concise and to the Point**

## Greeter

The greeter is responsible to ensure that every person entering the church is greeted and that visitors are offered assistance as appropriate so that everyone feels important and welcome. Greeters will be asked to serve during special events also.

<b>Ministry Area/Department</b>	Hospitality
<b>Position</b>	Greeter
<b>Accountable To</b>	Usher Captain
<b>Ministry Target</b>	Congregation and guests
<b>Position Is</b>	Volunteer
<b>Position May Be Filled By</b>	Church Member
<b>Spiritual Gifts</b>	Serving ? Exhortation <input type="checkbox"/> Helps <input type="checkbox"/> Evangelism
<b>Talents or Abilities Desired</b>	Comfortable talking to/greeting guests ? Able to give good directions regarding church facilities <input type="checkbox"/> Hospitable <input type="checkbox"/> Sensitive to needs and feelings of others <input type="checkbox"/> Dependable
<b>Passion For</b>	Making people feel welcome
<b>Length of Service Commitment</b>	One year minimum; Not limited

### Anticipated Time Commitments

1. **Doing ministry/preparing for ministry:** one hour/week or rotation (i.e., 3-4 weeks at a time, and during special events)
2. **Participating in meetings/training:** minimal, as needed

### Responsibilities/Duties

- ⇒ Greet regular attendees and guests as they enter or exit the building
- ⇒ Distribute literature as called upon, such as visitor packets, bulletins, sermon outlines, etc.
- ⇒ Be observant to see if anyone needs help
- ⇒ Advise Usher Captain at least three days in advance if unable to man your post
- ⇒ Attend Worship Services
- ⇒ Be a Faithful tither.
- ⇒ Greet visitors at the MVG (most valuable guest) table and provide information as needed or requested.
- ⇒ Direct visitors to desired destination (i.e., classes, nursery, sanctuary, restrooms, etc.)



- ⇒ Introduce visitors to church staff, teachers and members of similar age when possible.
- ⇒ Open doors for/assist guest, regular attendees, elderly, and disabled.

# **Covenant Life**

## **Media and Technical Systems**

## **1.0 AUDIO TECHNICIAN**

### **1.1 Basic Duties**

The following are some of the duties of an audio tech before and during the church Service:

- Make sure all of the equipment is in good working order prior to the start of service. Perform sound checks when available.
- Replace batteries in cordless microphones and other equipment, etc.
- Maintain properly color-coded microphones and relevant color codes on the audio mixer.
- Follow the technical rundown for audio cues.
- Keep an eye on the minister of music or speaker for visual cues. The audio tech is responsible for the mix of the house.

### **1.2 Stage Preparation**

Many things must be checked on the stage before each service. The following is a typical checklist:

- Monitors need to be in the proper place.
- Cords should be coiled and out of traffic areas.
- All of the equipment requiring batteries should be tested and replaced as needed.
- All equipment should be turned on and tested.
- Microphones should be placed in the designated areas.
- Microphone screens should be checked to see if any are missing.

### **1.3 Communicating with Leaders Outside of the Service**

It is important for the media director, audio tech, minister of music and Pastors to communicate periodically to determine what each party needs to create a better flow and working atmosphere. Open lines of communication should be maintained by all parties to ask questions and provide feedback of each person's needs and provide input as to adjustments that can be made to improve the overall flow or quality of the service.

### **1.4 Qualifications for an Audio Technician**

- Audio techs must have a good ear for mixing sound.
- They must be team players.
- They must be able to remain focused for extended periods of time.
- They must be able to be trained on all equipment used in the sound booth.
- They must be able to take instruction.

## **2.0 MEDIA DIRECTOR PRE-SERVICE RESPONSIBILITIES**

The MD is responsible for the following prep work for a Sunday church service:

- Sermon: the MD is responsible for going through the presentation to make sure it is ready for viewing. It should be checked for formatting, alignment, spelling and overall functionality. If there are any questions, the MD will contact the speaker to resolve any issues. The MD's responsibilities include assisting the speaker with the creation of the presentation as needed.
- To prepare all other videos and presentations that has been requested by the Pastor or other staff. All videos must be reviewed before service begins. This includes checking sound content and technical integrity, or any overall functionality, etc.
- The MD oversees lighting set-up to accommodate both video and live presentations.

### **2.1 Sunday Service Technical Rundown**

The MD is responsible to prepare the Technical Rundown for the Sunday service. The Technical Rundown is a chart created which contains all of the sound, lighting and presentation cues and information. Hard copies are to be provided to the Audio Technician.

### **2.2 Camera Operator**

The Camera Operator works under the direction of the MD to provide quality shots to be selected by the MD. Often, the MD will request specific shots or shooting styles. They may also give general direction to an operator allowing them to determine the best shot to meet their request.

## AUDIO TECHNICIAN

The audio technician will record messages and special music presented during regular church worship services and occasional special services; keep an organized library of tape recordings; provide duplicate audiocassette tapes for the tape ministry, which provides recordings for people who are unable to attend services or who desire to share messages with others.

Ministry Area/Department	Media
Position	Audio technician
Accountable To	Executive pastor
Ministry Target	Congregation • Community
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	New, growing Christian
Spiritual Gifts	Serving
Talents or Abilities Desired	Training and/or experience in operating sound recording equipment • Good hearing
Best Personality Traits	Dependable • Consistent • Leader-analyst or dependable-analyst
Passion For	Professionally recording messages and music for the glory of God
Length of Service Commitment	One year minimum

### ANTICIPATED TIME COMMITMENTS

1. Doing ministry/preparing for ministry: two to three hours a week
2. Participating in meetings/training: one hour a quarter or as requested

### RESPONSIBILITIES/DUTIES

1. Arrive prior to worship services to double-check and set up equipment as needed.
2. Operate sound recording equipment to record messages and special music for the tape ministry.
3. Label each master audiocassette appropriately with content, and date and keep an organized library of masters.
4. Duplicate audiocassettes as needed.
5. Maintain equipment and arrange for repairs as necessary. Report equipment and supply replacement needs or recommendations to the pastor and/or appropriate committee.

## VIDEO TECHNICIAN

The video technician will record messages, special services and events; keep an organized library of tape recordings; and provide duplicate videos for the tape ministry.

Ministry Area/Department	Media
Position	Video technician
Accountable To	Executive pastor
Ministry Target	Congregation and the community
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	New, growing Christian
Spiritual Gifts	Serving
Talents or Abilities Desired	Experience in operating video recording equipment • Good hearing and eyesight
Best Personality Traits	Consistent • Dependable
Passion For	Producing professional quality videos to share God's message with others
Length of Service Commitment	One year minimum

### ANTICIPATED TIME COMMITMENTS

1. Doing ministry/preparing for ministry: two hours a month (more depending on special events)
2. Participating in meetings/training: one hour a quarter or as requested

### RESPONSIBILITIES/DUTIES

1. Arrive prior to special service or event, double-check and set up equipment as needed.
2. Operate video camera to videotape special services and events.
3. Edit master videotapes if necessary.
4. Label each master video appropriately with content and date, and keep an organized library of masters.
5. Duplicate videos as needed for the tape ministry.
6. Maintain equipment and arrange for repairs as necessary. Report equipment replacement needs or recommendations to the executive pastor and/or appropriate committee.

## SOUND TECHNICIAN

The sound technician will adjust and maintain the sound system to ensure a clear and comfortable sound level within the church facilities.

Ministry Area/Department	Media
Position	Sound technician
Accountable To	Executive pastor
Ministry Target	Congregation
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	New, growing Christian
Spiritual Gifts	Serving
Talents or Abilities Desired	Familiar with P.A. systems • Experience in operating sound equipment • Good hearing
Best Personality Traits	Consistent • Dependable-analyst
Passion For	Making sure God's message in word and song is heard clearly
Length of Service Commitment	Two years minimum

### ANTICIPATED TIME COMMITMENTS

1. Doing ministry/preparing for ministry: two to three hours a week
2. Participating in meetings/training: one hour a quarter or as requested

### RESPONSIBILITIES/DUTIES

1. Arrive prior to worship services to double-check and set up equipment as needed: microphones, monitors, etc.
2. Operate sound equipment during all services and special events held in the church sanctuary/auditorium.
3. Maintain equipment and arrange for repairs as necessary. Report equipment replacement needs or recommendations to the executive pastor and/or appropriate committee.

## LIGHTING TECHNICIAN

The lighting technician will operate and maintain appropriate lighting in the sanctuary/auditorium during worship services and special events.

Ministry Area/Department	Media
Position	Lighting technician
Accountable To	Executive pastor
Ministry Target	Congregation
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	New, growing Christian
Spiritual Gifts	Serving
Talents or Abilities Desired	Knowledge of appropriate lighting techniques and ability to adjust lighting as needed • Able to follow cues • Good eyesight
Best Personality Traits	Dependable • Consistent • Leader-analyst or dependable-analyst
Passion For	Creating moods and atmosphere through lighting that is conducive to the worship experience
Length of Service Commitment	One year minimum

### ANTICIPATED TIME COMMITMENTS

1. Doing ministry/preparing for ministry: three to four hours a week (more during special events)
2. Participating in meetings/training: one hour a quarter or as requested

### RESPONSIBILITIES/DUTIES

1. Arrive prior to worship services to double-check and set lighting as needed.
2. Operate lights/spotlights as needed during worship services and special events.
3. Report equipment repair and supply needs to building and grounds director or appropriate person.
4. Coordinate lighting needs with the worship director or drama director for worship services and special productions.



## PHOTOGRAPHER

The photographer will take photographs for church publications and historical archives and of all new members to display on the bulletin board.

Ministry Area/Department	Media
Position	Photographer
Accountable To	Executive pastor
Ministry Target	Church ministries in general
Position Is	Volunteer
Position May Be Filled By	Church member
Minimum Maturity Level	New, growing Christian
Spiritual Gifts	Serving • Exhortation
Talents or Abilities Desired	Photography experience • Good eyesight • Detail oriented • Own equipment
Best Personality Traits	Pleasant • Professional • Analyst-leader or leader-expresser
Passion For	Capturing special moments • Creating photo memories
Length of Service Commitment	One year minimum

### ANTICIPATED TIME COMMITMENTS

1. Doing ministry/preparing for ministry: two hours a month—more during special events
2. Participating in meetings/training: minimal, as needed

### RESPONSIBILITIES/DUTIES

1. Take snapshots of new members for bulletin board.
2. Take photos for churchwide publications.
3. Take photos at special church events.
4. Provide copies of the photos to the historian.

