

Preparation before the service:

Most people trying out a church are looking for a human connection as much as a spiritual one. Therefore, your personal contact and the atmosphere you foster may well have more impact on the guest than the worship service itself. So, be prepared!

- 1. Arrive at least twenty minutes before the service. Check in with the usher captain to determine if your services are also needed to assist with the offering.**
- 2. Read these instructions each time you serve as a greeter.**
- 3. Be organized and ready. Make sure you are wearing your lapel badge. Badges are kept in a box under the counter in the church office, filed alphabetically in envelopes. Locate your badge and wear it in a conspicuous place so that folks can read it easily. Return your badge to the office after the service. It might be helpful to have pencil and paper handy in case you need to make notes about guests or follow up on any questions you are asked.**
- 4. Check your surroundings. If necessary, tidy up the area you are assigned to. Get someone to replace that burned out light bulb before the next Sunday. Remember, first impressions last!**
- 5. Be friendly, chat with folks as they arrive. Make everyone feel welcome. The Golden Rule applies here. Promote Bower Hill as a friendly, welcoming church.**

Greeter Procedures:

- 1. Look for unfamiliar faces, until you find one.**
- 2. Greet the unfamiliar person with “Hi, I’m (your name), I don’t believe we have met yet.”** They will probably respond in one of three ways:
 - a. “Well, I’ve been here for many years. It’s about time you met me!”** Agree with them! Tell them you are glad you now know them.
 - b. “No, we haven’t. This is our second week here.”** Greet them and ask for their names. Thank them for returning for another worship service and remind them to sign the Friendship Pad during the service.
 - c. “No, because we have never been here before.”** Respond with “Welcome, we are glad you chose to worship with us today.” Direct them to the sanctuary and help them with any questions they may have. Give them directions to any other church facilities they may require. Introduce them to other members if possible. Tell them we hope they will come back and worship with us again.