

FIRST IMPRESSIONS TEAM — USHER ~ DRAFT #2

How important is this ministry?

BAC ushers are warm, smiling faces that make all who enter the Auditorium feel welcome and comfortable. For those who regularly attend and for those who are new, you help people feel that they are seen. For those who are searching for God and looking for answers, the church can be an intimidating place, and the first impression we give them could make all the difference in showing God's love!

Philosophy of ministry

It's easy to think that your ministry is simply "greeting" people as they come into the church — it's actually bigger than that. You help set the person's experience for worship. You represent how God welcomes them! You are opening God's arms to receive them. For those struggling with shame this is a very powerful moment! For those needing to feel wanted and included you call them to join us! You can be soothing for those who experienced stress that morning getting ready or even as they came to worship God. You set the tone.

Ministry requirements

- Review ministry description then fill out a ministry application form that can be found online at: www.bachurch.com/ministries/worship/
- Arrive a minimum of 15-20 minutes before the service
- We use Planning Centre Online in order to schedule people / teams. This also enables you to go online and put in your "blockout" dates for when you are unavailable.
- Please check your email for "invitations" for when you are scheduled. Printed copies are available upon request.

What do I do?

- As an usher, you take over from the greeters stationed at the main doors.
- Greet everyone with a smile and a friendly handshake.
- Hand out bulletins / handouts (if there are any to distribute) to those that enter (usually one per family).
- Encourage people to wait to enter the sanctuary if the worship team is still practicing. (As a rule of thumb, people should be entering no sooner than 15 minutes prior to the service.)
- Assist those with accessibility needs (e.g. opening doors, removing a chair in the back to place a wheelchair, etc.).
- Recognize if someone new / a visitor comes in. Many people come to a new place with fears about the unknown and whether or not they will be welcome.
- You can introduce yourself then use this simple tool, the acronym FEARS:
 - Family - "Tell me about your family..."
 - Employment - "What do you do for work?"
 - Association - "Who do you know here? Who are you connected to?", "How did you come to hear about us?"
 - Respond - "Do you have any questions I might be able to answer for you?"
 - Significance - Everyone wants to feel seen, welcome and significant. "We are so glad you are here with us today!" Leave them with a point of encouragement.
- Encourage them to visit the Welcome Centre to fill out blue card & receive a gift after the service.
- Introduce them to other regular attenders who are nearby.

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- Direct them to different areas of the church (e.g. service in the sanctuary, coffee & bulletin boards in the Welcome Hall, Welcome Centre in the foyer, washrooms, KidZone desks).
- Help those who arrive late or those who need to come in and out (e.g. a parent with a baby) by opening doors carefully and assist them in finding seats. Note: if someone is praying politely have them wait until it is finished.
- Make sure that magnetic door stops are in to avoid slamming doors
- Collect offering: Decide who will cover each aisle, and select "head usher" to put deposit in safe with a keyholder after the collection is complete.
- Know the emergency procedures for the building, especially the upper level emergency plan, and assist as needed according to the instructions. If the emergency number is displayed during a service, calmly and quietly step to the back of the sanctuary, make sure doors are closed and wait for further instructions from a staff member or elder. (NOTE: This will be part of the training events we will be having).

Time requirements

- Your team will be scheduled on a two week or a monthly rotation for either the 9:00 am service or the 10:45 am service (based on your preference).
- If you are unable to make the date you are scheduled, please make arrangements with another usher to switch or cover your scheduled date.