

Greeter Handbook



St. Joe Church of Christ is here to **Connect** people with God and each other, to provide an atmosphere where we can **Grow** our faith in God, and to **Serve** one another in the name of Christ.



Hospitality Ministry

NOTES/QUESTIONS:

Dear Volunteer.

We are so glad you want to help serve in this very important area of church.

When a person steps into a church for the first time, he or she evaluates the atmosphere. They ask themselves: "Will they accept me? Will it be easy to make friends? Will my spiritual and personal needs be met? Will it be easy to find my way around? Will my family like it here?"

The newcomer will quickly come to some conclusions during the first few minutes. First impressions are often lasting impressions. Consequently, the ministry of the greeters is one of the most important things that happens in any congregation!

Although a greeter's love should be no stronger than the love found in the rest of the body of Christ, the greeter performs a major role in ensuring that people see and experience that love. In Christ, you have received God's unconditional love, and in Christ, you are called to extend that same unconditional love to others. The ministry of greeting is perhaps one of the most crucial in the church because it is one of the most visible. It is a ministry vital to the saving work of the church.

This "handbook" is made to be a tool for you to use. It will hopefully answer any questions you have and encourage you to go the extra step in being an effective greeter here at St. Joe Church of Christ.

Serving Him Together.

St. Joe CoC's Hospitality Team

ATTITUDES AND ACTIONS OF A GREETER

The qualities of character in a Greeter should be that of the fruit of the Spirit. Every Greeter is giving the first impression to each member, attendee, and guest who attends this church, of the nature of Jesus Christ and St. Joe CofC.

Therefore, it is of utmost importance that not only will the Greeter be friendly, sincere, warm, and welcoming but also informative and showing forth the fruit of the Spirit in their life. We want people to know that we care for them and their family as we share the love, joy, peace, kindness, goodness, faithfulness, gentleness, and self-control of our Lord Jesus Christ. These are attitudes and actions that we look for in a Greeter at St. Joe CofC.



TEN COMMANDMENTS OF HUMAN RELATIONSHIPS

1. Speak to people. There is nothing as nice as a cheerful word of greeting.
2. Smile at people. It takes 72 muscles to frown and only 14 to smile.
3. Call people by name. The sweetest music to many ears is the sound of one's own name.
4. Be friendly and helpful.
5. Be cordial. Speak and act as though everything you do is pleasurable.
6. Have a genuine interest in people. People like to be noticed and appreciated.
7. Be generous with praise, be cautious with criticism. Overcome them with goodness.
8. Be considerate of the feelings of others. Try walking in their shoes.
9. Be thoughtful of the opinions of others. Respect their viewpoints.
10. Be alert to give service. What counts most in life is what we do for others.



IS IT A JOB . . . OR IS IT A MINISTRY?

Some people have a JOB. Others involve themselves in a MINISTRY. What's the difference?

If you are doing it just because no one else will, it is a JOB:
if you are doing it to serve the Lord, it is a MINISTRY.

If you are doing it just well enough to get by, it is a JOB:
if you are doing it to the best of your ability, it is
MINISTRY.

If you quit because someone criticized you, it was a JOB:
if you kept on serving, it is a MINISTRY.

If you'll do it only so long as it doesn't interfere with your other
activities, it is a JOB:

if you're committed to staying with it, even when it
means letting go of other things, it is a MINISTRY.

If you quit because no one ever praised you or thanked you, it
was a JOB:

if you stay with it even though no one notices your
effort, it is a MINISTRY.

If you do it because someone else said it needs to be done, it is
a JOB:

if you do it because you think it needs to be done, it is a
MINISTRY.

It's hard to get excited about a JOB:

it's almost impossible not to be excited about a
MINISTRY.

An average person does a JOB: a great and growing person is
involved in a MINISTRY. If your concern is success, it's a JOB: if
your concern is faithfulness, it's a MINISTRY. People will say, "Well
done," when you do your JOB: the Lord will say, "Well Done",
when you complete your MINISTRY.

RESPONSIBILITIES OF GREETER:

Welcomes those entering the building for services and/or
church events. The goal is to make each person who enters
know that he or she is welcome here, feel as comfortable as
possible, and receive what info they might need.

Such as:

Greeting and opening doors

Giving out bulletins

Assisting visitors to connect to Hospitality Team members

Being warm and friendly.

GUIDELINES FOR GREETERS: Prepare Yourself to Serve.

1. Dress appropriate for our church context.
2. Fresh Breath (mints or gum are helpful)
3. Deodorant - particularly if you like to hug.
NOTE: Hug only if the other person initiates.
4. Prayer - ask God to help you greet everyone and that all
who visit may discover God.
5. Be in prayer for the church family and visitors.
6. Be familiar with the church facilities as to directions to
Sunday school rooms, nursery, children's church, Welcome
Center, restrooms, etc. Also, know the names of the
teachers and ministry leaders, and introduce the visitors.
7. Be aware of the Greeters schedule and be present when
you are scheduled. If you are unable to serve, inform
Hospitality Ministry as soon as possible so your vacancy
can be filled. Schedules are on the calendar and the app.
8. Two people will be assigned to each location to allow for
one person to take visitors to classes or assist others as
appropriate.

9. Be at your place of ministry 15 minutes prior to start time of Sunday school, service, or activity.
10. Open door, welcome all with a smile, shake their hand, give them a bulletin. If a member, address them by first name if possible. If you don't remember their first name, don't be afraid to ask.
11. If raining, assist with umbrellas for members and visitors entering church. DO NOT put yourself in danger by assisting someone.
12. If a person identifies himself or herself as a visitor, inform the Hospitality team so they can be given the visitor packet. Visitor Bags are kept on the shelf along with brochures about our church.
13. Remain at the entrance until **after** service begins. Often there are late arrivals and we want to be sure they are welcomed also.

Remember the offering of a friendly "Hello" or "Good Morning" can be one of the most impressive things that a person will remember about their worship experience at St. Joe CofC.

GREETERS LOCATIONS

Two people at north entrance, and two people at south entrance.

WHEN GREETING VISITORS

1. Introduce yourself.
2. Ask if they are looking for someone special/if someone invited them to attend and direct them to the location of those individuals.
3. Inform the Hospitality ministry team, so they can give the visitors their welcome packet.

WELCOME CENTER

The Welcome Center is to provide a central location in the church for information to members and regular attendees.

The following supplies will be kept at the center: visitor packets, member packets, pens, pads, bulletins, etc.

Look for visitors to welcome-go to them! Look for the visitor's packet, which would indicate a visitor.

Always wear a friendly smile-make a warm and pleasant place as you would your home and treat guests just as you would as if they were visiting your own home. Remember, you are the first face that a person sees when they enter our church. Offer a firm handshake and look each person in the eye. Offer comments such as, "Good morning, we're glad you're here!" Use their name if you know it.

If you do not recognize someone, do not be afraid to introduce yourself by saying something like, "I don't believe we've met, I'm"

**THANK YOU FOR YOUR ASSISTANCE WITH
THIS VERY SPECIAL MINISTRY!**