

Usher and Greeter Guidelines

University United Methodist Church

last updated Feb. 19, 2023

Thank You for Serving!

A – Signing up

1. To sign up, go to the [usher schedule](#).
2. If you have signed up but are unable to serve, then contact David Woodruff at 512-922-8903 (text or voice).

B – When you arrive:

1. If you are a greeter, please arrive by 10:40 am for the 11 am service. Other ushers need not arrive early. Remember your nametag!
2. Be sure bulletins, which you will most likely find in the cry room, are available at each of the doors. Hand sanitizer and masks should also be available in the cry room, if needed.
3. Please check in with other greeters/ushers when you see them and confirm who will do what (including how offering will be handled). If you are the head usher and you don't see at least two people for each side, be thinking about whom you can recruit.
4. Be aware of anything unusual throughout the building; answer questions, assist lost children, and monitor any suspicious persons/packages/activity.

C – As People Enter:

1. As people enter, give them a bulletin with a smile and a word of welcome, while being mindful of the need to keep everything flowing.
2. Take time to introduce yourself to people you don't know. Ask a question, such as "How did you find this church?"
3. People may have beverages **with lids** in the sanctuary. If there is a spill, please help clean up as needed and let the custodians know after the service.

D – During the Service:

1. Doors to the sanctuary should be closed at the beginning of the opening hymn and opened at the beginning of the closing hymn. (This makes it easier to spot latecomers whom we didn't get a chance to greet.)
2. The greeters on each side should sit in the pew along the transept (north-south aisle), to assist latecomers and be alert to needs of the congregation or issues at the worship entrances.

3. Early in the service, the head usher should count the people in the sanctuary, including the choir and the pastors. Suggestion: Count section by section and record subtotals. Please record this number on the whiteboard in the church office after the service.
4. Try not to seat latecomers during a prayer.
5. Be alert for anyone – visitor, member, or pastor – who may need help during the service.
6. In case of a medical emergency, help the person out of the sanctuary if they're able. Then, call 911 if you think it's necessary. An AED is located on the wall across from the church office door in the education building.
7. If there is a building maintenance issue or other type of emergency, please contact one of the custodians.

F – Collecting the Offering:

1. Ushers should be standing and ready to pass the offering plates a little before one of the pastors announces the offering.
2. When the offering has been collected, the plates should be handed to the head usher.
3. When the doxology begins, the head usher (now holding all the offering plates) walks down the center aisle and places the offering plates on the table. (If there is no room on the table, then the offering plates may be placed on the floor of the choir loft, just behind the table.)

G – Communion:

1. As the pastor concludes the communion liturgy, one usher on each side should be standing at the end of the diagonal aisle between the side and center sections.
2. Typically the choir will receive communion first.
3. After the choir has received communion, please invite people to come to the front, working pew by pew from front to back.
4. Be alert for people of limited mobility and ask them if they would like the communion elements to be brought to them. If so, alert one of the communion servers when you go down to receive communion, which should be after everyone in line has been served.