



*We find our inspiration in Jesus' words from John 10:9: "I am the gate; whoever enters through me will be saved". Our Hospitality Team mission: "To invite, welcome, assist and serve our members and guests."*

## **Greeter's Guidelines**

Welcome to Trinity Lutheran's Hospitality Team and thank you for volunteering to be a greeter! Greeting is a crucial part of our Hospitality Ministry at Trinity Lutheran Church.

Please arrive approximately 30 minutes prior to the start of the service and remain at the door for 10 minutes after the start of the service for latecomers. Below are guidelines to assist you in understanding the role you serve in welcoming God's people to worship:

### **Preparing to Greet:**

**Prayer:** Prepare your heart and mind to greet God's people prior to or upon arrival at the church.

**Name Tags:** Please find your name tag in the visitor podium in the narthex; don't be surprised if/when someone you don't know addresses you by your name!

**Location of Greeters:** Ideally assign a greeter to each of the three doors as well as to each set of steps leading into the sanctuary (five total for each Sunday service). Priority should be given to the three outside doors if five greeters are not available. In the event five greeters are not available, please ask the ushers to assist if all four ushers are present prior to the service.

### **Greeter's Style and Helpful Tips**

- If possible, open the door for the people you are greeting
- Meet and greet all members, newcomers, and visitors with a warm handshake and a smile. Please consider using the words "Welcome", "Welcome to Worship", "Good Morning and Welcome", "Welcome to Trinity" or similar words as each member or guest enters the church for worship services.
- If you are certain of members' or visitors' name(s), please welcome them by name. This provides an even more powerful experience!
- Remember that good eye contact and a genuine smile are very important!
- Our words and demeanor will immediately affirm our guests' decision to attend worship
- Answer questions about services, facilities, and all church activities. If you do not know the answer, please locate someone that may be able to find out the answer to their question.
- Inform them that items located on the "Information Table" are available for everyone to take. The office staff updates and replenishes them weekly.
- Look for ways that you can be of assistance, e.g., a single parent with small children, elderly, etc.

**Continued on Back**

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It is usually best not to ask someone you don't recognize if they are a visitor; however, if you become aware that you are greeting one or more visitors ask them if it is their first visit to Trinity and if so inform them of the following:

- Invite them to sign the guest book. The guest book is located on a pedestal
- Alert them that the pastor may ask them to "wave" during worship
- Encourage them to give complete contact information on the registration pads located in the pews
- If they require special assistance, direct them to where the elevator is located
- If they have small children, make them aware of the nursery and its location
- Let them know where to hang their coats
- Tell them where the church office is located
- Consider asking if they are looking for a "church home"
- Watch for them after the service and consider introducing them to the Pastor(s)