

UUCF Multicultural Welcome Ministry

Guidelines for **Roles & Responsibilities¹** of the **Sunday Welcome Team**

During One-Service Sundays (10:30-11:30)

Sunday Roles (some volunteers can serve in more than 1 Role on a Sunday):

1-2 Greeters (one Greeter can also serve as 2nd Usher for the collection, if needed)

1-2 at the Welcome Desk (1st volunteer is "Host", 2nd can support the Host and others)

1-2 Ushers (at least one for distributing programs and another for collecting the offering)

1-3 Guides in the atrium for support of visitors after the Service

1 person to prepare the coffee carts and then roll them into the atrium for the Coffee Hour

This leads to a minimum Team of 4-5 volunteers for each Service, clearly better with more.

Welcome Team Scheduler (rotates on a 1-3 month term - TBD):

1) Is a member of the Welcome Ministry Steering Group (4-6 individuals)

2) Plans & recruits in advance for the Sunday Team(s)

3) Is usually at each Service or designates a Team member as lead for that Service

¹ Adapted from the Williamsburg UU Hospitality Ministry

Greeter - *first person to encounter a visitor or guest to UUCF on a Sunday*

1. Arrive by 9:45 to assist other Team members with their set up tasks, as needed.
2. Help Ushers with atrium & sanctuary set up (chairs, hymnals, signs, etc.)
3. Station yourself at the entrance.
4. As appropriate, point out the location of the Welcome Desk (for temporary name tag etc.), give directions to the Sanctuary, Religious Education wing and art gallery, Rocking Room etc. for guests.
5. Be sure to indicate we are glad that they are here, thank them for coming, or something similar.
6. One greeter should remain until 10 minutes after the start of the service, insofar as possible.
7. Ensure both inner and outer doors are closed when moving away from the entrance or leaving to attend the service.
8. After the service, restore any items moved by the Greeters or other Welcome Team members in the entrance area and then assist Ushers in collecting the hymnals after the last service, as needed.

Tips & Reminders:

- You are the second impression for visitors (1st is the UUCF campus or maybe our website).

Usher - *connects members, friends, visitors & guests to our worship service*

1. Arrive by 10am to assist other Team members with their set up tasks.
2. Retrieve the basket from the Office with the folded Orders of Service (OOS) and anything else that is to be handed out. Place the basket on the center table outside the sanctuary doors.
3. Check the OOS to see which hymnals will be used during the service. (Note: You can determine which hymnals will be used by the number of the hymn in the OOS. If the number is between 1 and 500, you will distribute the gray hard-back hymnals, Singing the Living Tradition (SLT). If the numbers are 1000 or above, you will distribute the teal paperback hymnals, Singing the Journey (STJ). The cart of hymnals is in the closet to the right of the ramp in the front of the sanctuary. You can expect help with hymnals and feel free to ask worshippers to pitch in.
4. Place the appropriate hymnals on every other seat in the sanctuary with an additional hymnal on the end-of-row seats.
5. About ½ hour before the service begins, prop open the center sanctuary doors and give each person entering a copy of the OOS, along with insert(s) as necessary. Keep the doors closed if groups are rehearsing. Once open, the doors should remain open [Note: the act of closing the middle doors creates wall vibrations that shake the streaming video camera to the dismay of online participants].
6. As the sanctuary fills with people, look for empty seats and lead or point new arrivals to the empty seats.
7. Remain near the atrium doors as late comers arrive, usually for about 10 minutes.
8. We have extra chairs (8-20) stacked in the atrium for overflow seating, if needed. Please encourage people to fill in existing seats, particularly after the children are 'sung out', before

deploying stacked chairs. The extra chairs can fill doorways and form extra rows as long as the exit ways are available.

9. **After the children, adults and teachers leave for their RE activities, count all remaining (include choir, exclude only paid staff) and inform the Welcome Desk Host** (Note: the children and teachers will be counted & reported by the RE Director). Include everyone who is watching the service in the atrium and Rocking Room or volunteering in the lobby and in the office(s) during the count. Check the Rocking Room and certainly include yourself!
10. When the collection time is announced by the minister or worship associate, both Ushers proceed to the lectern to receive 1-2 baskets each. Each usher then takes an aisle. One basket is handed to the people in the largest middle seating section and the other to the people on the window (outer) sections. Baskets in the middle section may well pass by each other. Follow the baskets' progress along the aisle, assisting with them as needed. Do not collect from the choir.
11. When all rows are finished, Ushers wait at the back of an aisle until the music stops and then proceed down the aisle to the front while the liturgist expresses gratitude for the offering. Then both Ushers exit the sanctuary and take the offering to the Office and count the cash, checks and envelopes before handing the totals and baskets to the financial person there.
12. If necessary, open all sanctuary doors as the service comes to an end.
13. Push deployed overflow chairs forward and stack as needed to recover traffic flow for attendees to exit the sanctuary.
14. Check the sanctuary in a few minutes, making sure the hymnals are collected (if it is the last Service), the seat rows are straightened, and any papers (eg OOS) that were left behind are collected for recycling.

Tips & Reminders:

- We have Velcro straps, hooks, doorstops and attendance counters in the cupboard drawer next to the Rocking Room.

Welcome Desk Host - Key information source for visitors & guests.

Note: A Helper assists the Host to handle surges and can be a Host or Guide trainee.

Setup

1. Arrive by 9:45 to assist other Team members with their tasks. Please be set-up NLT 10:00.
2. Roll out the Welcome Desk, seems to work best at an angle to the wall to avoid blocking traffic.
3. Welcome Desktop display items are in a plastic box under the Desk and replacement supplies can be found in the middle drawer and the left file cabinet of the Desk.
4. **There is a photo** to help you choose how to arrange things and a copy of this Set-Up list hanging on the wall. Please return it to the hanging location.
5. If available, put the roster of the Sunday Welcome Team for the day on the table outside the sanctuary next to the Orders of Service (i.e. programs).
6. Retrieve any new nametags printed by the Office from the Welcome Ministry mailbox in the Office (on left as you enter). Place in the desktop box/rack (if the rack is getting full, move some earlier ones to the nametag rack on the wall).

7. Use red nametags for 1st time guests and blue for returning visitors (also use blue for temp badges of congregants who forgot or cannot find their name tags). Ask congregants to add "MEMBER" or "FRIEND" to their temp badges so our Welcome Guides will see they are not guests.
8. Count the numbers of 1st time visitors (red) and returning guests (blue) but NOT the number of temporary blue tags issued for Members. **Record the totals in the "tracking notebook" in the Office along with Service attendance reported by the ushers.** The notebook is above the mailboxes to the upper right shelf.

Tips & Reminders:

- Recording attendance data and submitting completed forms are key responsibilities of this role.

Welcoming guests

The main points are to make guests feel comfortable with who we are and what that UUs are always welcoming to encourage them to feel that they matter to us and could belong here.

1. When guests arrive, offer a temporary name tag and ask them to sign in, but do not insist. Newcomers are welcome to 'fly under the radar' if they're more comfortable doing so.
2. If time permits and guests seem interested, chat with them, ask what brought them to UUCF and tell them about UUCF. **Avoid making any assumptions about a visitor.** Mostly listen. Point out that we have Welcome Guides in the atrium before and after the service if they have any questions or want a tour.
3. For families with young children, point out the information available at the Desk and in the Atrium closet on the right as you enter regarding RE. In the case of very small children, point out the space set aside off the far side of atrium as the "rocking room" or "wobble room".
4. Ask guests if they would like to receive ongoing information about UUCF through the weekly newsletter. If so, there is a link online to sign up and a form to fill out as a "Friend" of UUCF.
5. If returning guests (blue name tag) seem interested in UUCF, ask if they would like to consider a permanent nametag. If so, invite them to complete a UUCF BECOMING A FRIEND Request (often a light green page) and to speak with one of the Welcome Guides, if available. Collect the completed form and put in the UUCF's Administrator mailbox in the Office. Also, tell them where to find their tags the following week(s). (New and replacement name tags are usually at the Desk by the following week or two.)
6. Invite people to browse the pamphlets on the Desk and in the closet on the far-right wall of the atrium, emphasizing the UUCF Welcome brochure, the materials from the UUA, and the UU principles & sources card. Also tell them about the UUCF "closets" in the Atrium with more information about many congregation activities. We have about 40 active groups.
7. Introduce guests to other members nearby, if convenient.
8. If unable to do any of the above before the service begins, invite guests to return to the Desk after the Service or to approach any of the Welcome Guides (orange badges) at any time.
9. Please remain at the Desk for 10-15 minutes after the Service starts and return after the Service begins to help visitors and to close up.

Tips & Reminders:

- Offer a clipboard and pen for completing the green form before returning it following the Service.

- Permanent name tags are for Members & Friends over 18 years old and 16-17 years old youth who have completed the UU “Coming of Age” program. We do not offer plastic name tags for children, but usually have other color temp tags in the desk drawer.
- Note that it is possible to hear the audio of the Service while sitting at the Desk in several ways. Just ask how, but one way is to log in to the Service on your smart phone.

Current Members and Friends without name tags

1. If Members or Friends have lost their name tags or wish to make a change to their nametag, have them sign the REPLACEMENT NAME TAG request list on the clipboard and let them know a name tag will be available at the Desk by the next week or two. Offer a blue temporary name tag with encouragement to write "Member" or "Friend" below their name so our Guides will see they aren't visitors.

After the service

1. Return to the Desk for 10-15 minutes to continue conversations about UUCF and to help with brochure items, forms, etc. for guests.
2. Enter the numbers of new and returning guests for that service together with the total attendance provided by the Usher(s) into the **Tracking** notebook in the office. This is on the top shelf over the office mailboxes. The Team Scheduler can help you.
3. If this is the last Service of the day, return desktop items to the box under the Desk and roll the Desk against the wall. Leave some Welcome brochures and other items on the desktop for visitors to browse during the week.
4. Notify the Team Scheduler of any forms, brochures and supplies that need to be replaced.

Welcome Guide - our 'ambassador' from UUCF to visitors and guests

1. Arrive by 10:15 to assist other Team members with their tasks, if needed.
2. When guests arrive, watch for red name tags (first time visitor) or blue tags (returning guest or a temp tag for a congregant who forgot theirs). Gently seek to open a conversation with visitors, but do not insist. Newcomers are welcome to 'fly under the radar' if they're more comfortable doing so.
3. A good way to open conversation is to ask if this is their first time at a UU service. There are lots of ways to talk from there and to mostly listen.
4. The main points are to make guests feel comfortable with who we are and what we represent so they feel that they matter to us and could belong here.
5. If time permits and guests seem interested, chat with them, ask them what brought them to UUCF and tell them about UUCF. Point out that we have Welcome Guides in the atrium before and after each service if they want a tour or have any questions at any time.

6. Ask guests if they would like to receive ongoing information about UUCF through the weekly newsletter. If so, there is a form at the Welcome Desk to provide their contact information with an email address and a link on our website to sign up for the newsletter.
7. Introduce guests to other members nearby.
8. If returning guests (blue name tag) seem interested in becoming a UUCF Friend and receiving a permanent nametag, invite them to complete a UUCF Friend Request available at the Welcome Desk. Collect the completed form and put it in the Welcome Ministry mailbox in the Office. Also, tell them where to find their tags the following week. (New and replacement name tags are usually at the Desk by the following week.)
9. Offer to be a contact person for them in the future if they need further information.

Tips & Reminders:

A card with your name & contact info is an option for you to provide.

Coffee Starter & Cleaner - both individuals for these tasks are trained

The Welcome Ministry has agreed to start brewing coffee and to heat water for tea. We ask each volunteer preparer to serve for a month (4 Sundays) for the sake of efficiency,

1. Instructions with Photos are posted in the kitchen for materials & equipment located in the refrigerator, in the upper cabinet beside the refrigerator, and on the wall by the coffee pots.
2. Start the brewing & heating about 15 minutes before the Service begins to be sure it will be ready for Coffee Hour. Check to ensure that the big urn is switched on at the back.
3. We place all items on 2 carts that are rolled out to the Atrium, usually during the final hymn.
4. The carts usually form an angle within the blue tape area and a waste receptacle is located at the corner.
5. A paid staff contractor has been arranged for clean-up following the Coffee Hour.
6. If the staffer is unavailable, we have agreed to provide disposable cups and to cleanup or to post a sign that coffee/tea service is unavailable. The Scheduler will arrange all of this, if needed.

Tips & Reminders:

- **example**

Team Scheduler - *organizer of Teams and contact on Sunday*

Prior to each month, a current list of Team Members who have volunteered to date will be sent to the Scheduler by the Steering Group with contact information. Note: some volunteers sign up for a single service or a few occasions while others agree to a series (e.g.. "every 3rd Sunday" or similar).

1. As needed, seek additional volunteers. Ask for Sunday availability, telling people to plan to spend approximately two hours at UUCF not more than twice during the month. Give the link to UUCF webpage explaining the duties. [frederickuu.org/welcome]
2. Try not to schedule anyone for more than two times during the month unless they seek more. Young adults should not be scheduled on their own; instead they should be scheduled with their parents/guardians. We strongly encourage youth participation, especially as Greeters and Ushers.

3. Identify Team members or other volunteers to start the coffee and to roll out the carts each Sunday. Also be prepared to cover for the contract staffer cleanup when they cannot be there or to post a sign that coffee service is not available that Sunday.
4. One week before the month, the entire month's roster should be largely finished. The Team(s) for the first two weeks should be complete without vacancies.
5. Shortly thereafter, arrange for Team training, as needed. Often a week of watching an experienced volunteer works well.
6. If someone is unable to report as a Team member, seek a replacement even in-person at the last minute, if needed.
7. Update the names in scheduling documents.
8. Print out a Team Roster for each Sunday to be placed near the Order-of-Service table entering the sanctuary announcing names of volunteers (and inviting others to volunteer in the future). These can be left on the Welcome Desk following the Service for UUCF visitors to see during the week.
9. Send a reminder to the full Team a few days ahead of the Service that also mentions badges, masks, etc.. to wear and any highlights or announcements they might find useful (RE, other activities, etc..). Copy this email to the Office (Karen) to inform the draft Order of Service.
10. Print a copy of the Checklist to use for closing (if available).
11. Arrive by 9:30 a.m. to ensure Team members can enter the building.
12. Turn on the hallway and atrium lights.
13. Make sure the Atrium/Narthex is set up properly with lanyard rack pulled out and signs posted. Replenish materials in the atrium 'closet' for UUCF News and Membership information.
14. Meet briefly with arriving Team Members starting at 9:45
 - Introduce self and Team members
 - Identify where each person will be posted
 - Resolve any questions from the Team members
 - Insure that the coffee will be started on time - NLT 1015 - and rolled (quietly) to atrium at the conclusion of the worship service.
15. Oversee a response to emergencies.
16. Close up at the end of the Service using the closing Checklist (if available).
17. If Coffee Hour supplies are low, notify the Steering group and/or purchase with reimbursement.
18. Let the Steering Group know of major concerns.
19. Keep track of UUCF members unable or unwilling to participate so we do not pester them.

Tips & Reminders:

- **example**