

Hospitality Ministry - Usher

MISSION:

To do our best to make every guest feel like they are welcome at CedarCreek in a way that radiates Christ's passion and love for them. You are an integral part of this just by saying welcome! Every weekend is someone's first!

PREPARE:

Before your shift, take some time to pray for the people coming through our doors. Spending time with the Lord will have an amazing impact on your interactions with the guests. Pray that God shows you who needs an extra smile, encouraging word and/or help getting connected.

We use the **G.U.E.S.T.** acronym when serving our guests to create an atmosphere where we:

- Have **God's Heart** because we want every guest to sense that they matter to God and to us.
- Have an **Upbeat** outlook to leave an amazing first impression.
- Show **Excellence** because our attention to detail shows our guests we care.
- Be ready to **Seize the Wow Opportunities**, so their experience is something they can't wait to share with others.
- Be ready to help our guests **Take the Next Step** - always looking for opportunities to help guests Come, Connect and Commit.

SCHEDULE:

Saturday 5:15, 7:00 p.m. / Sunday 9:00, 10:45 a.m. & 12:30 p.m.

Arrive 45 minutes before the service: check into room 101 and attend the VIP Huddle.

VIP stands for: Vision - Information - Prayer

Auditorium doors open at least 15 minutes before the service.

GENERAL RESPONSIBILITIES:

- We value your commitment to your position. If you cannot make your commitment, please call or e-mail your Team Leader ASAP.
- Plan on being at your assigned area immediately following the VIP Huddle.

CEDARCREEKCHURCH

- We need hands available to serve so please no holding beverages.
- Plan on being at your station for 10-15 minutes after the service starts to serve the “late arrivers.” Consider attending another service so you can worship without interruption.
- Plan on remaining at your station during the service.
- Contact your Team Leader with issue and/or concerns regarding your assignment/role.
- Contact a Safety Team Member with any safety concerns.
- Be watchful for things that don't look right (D.L.R.) and report them.
- Remember: when you wear a CEDARCREEKCHURCH lanyard you represent the church. Therefore, be Christlike.
- You are “not just an usher” – you are the hands and feet of Jesus to our guests. That may mean picking up trash, changing positions, praying with a guest or any other opportunity the Lord brings your way. If you see a need, please meet it.
- Be intentional about learning guests' names each week. Every 'One' has a name.
- We don't want to distract our guests or take away from their worship experience. If you are in service and need to move around before service ends, sit in the back of the auditorium.

SPECIFIC RESPONSIBILITIES:

- Be aware of young children in the front of the auditorium and remind parents of live recording.
- Notify Usher Leader of any disturbances in the auditorium.
- Assist people with finding a seat.
- Direct people exiting during the service to the main doors (A3) or (A5). An usher should remain at the exit door area during service to assist. (A1, A2, A4)
- Once auditorium is empty after service, close all exit doors.
- Ushers should remain in the auditorium to pick up trash; such as drink cups and papers left after service.
- Have the blue light on and wear your lanyard while in the auditorium so that you can be easily identified.
- Although community is important, when serving as an usher, keep your attention on every guest by facing the flow of traffic coming into the auditorium at all times; rather than talking with other volunteers or watching the service.
- Your body language says a lot, so please always stand ready to receive guests with a smile, happy to see them!
- Give clear direction through simple hand motions and/or walk our guests to a seat. Most guests want you to guide them to a seat ever if there are plenty of open seats. Pay extra attention to “late arrivers.”

1 Corinthians 12:27 NIV – Now you are the body of Christ, and each one of you are part of it.