**VISION DOC: THE USHER ROLE/Auditorium Hosts**

**Vision:**

To build our ushering teams into a dedicated group of people that works together to ensure guests have the best opportunity possible to connect with and hear from God. While also caring for guests by getting to know them, praying for them, learning their names, and meeting appropriate needs.

**Bottom Line**

We have an opportunity to define the role and responsibilities of the usher team. By doing this, we can create a better auditorium experience for guests and even care for them with regular connection and relationship building.

Why are we doing this?

*Our ushering experience varies from campus to campus and there is an opportunity to serve our guests better. Redefining churchwide standards will help each campus move toward a similar church experience no matter the campus a guest attends.*

**Goals:**

* To connect with guests entering the auditorium, to put them at ease, answer questions they may have and to help them find a seat.
* To help maintain a safe, clean, distraction free environment.
* Assist in the execution of special moments.
* To make connections with regular guests helping them feel seen and noticed.
* To care for guests that they have built a relationship with and to help them take next steps on their spiritual journey.
* Help direct and take care of guests that may need to exit the auditorium during the service.

**FAQ’s**

Are the usher team and greeter team the same thing?

*Currently, Ushers and Greeters are on the same team, however they have separate roles and responsibilities. As the usher team grows in number and in clarity of role, there is opportunity to move from the Usher/Greeter Team to the Usher Team and the Greeter Team.*

**April 2023**