

The First Impressions Team Handbook



MOUNTAIN VIEW
LUTHERAN CHURCH & SCHOOL

Role and Function of the First Impressions Team

When a person steps into a church for the first time not all questions are about theology, as he or she evaluates the atmosphere. He asks himself: “Will they accept me? Will it be easy to make friends? Will my spiritual and personal needs be met? Will it be easy to find my way around? Will my family like it here?”

Guests and Visitors will quickly come to some conclusions during the first few minutes. First impressions are often lasting impressions. Consequently, the ministry of the First Impressions Team is one of the most important things that will happen in any church!

The First Impressions Team acts as hosts for God, ensuring everyone feels at home. For the guests this means the elimination of all those things which make it difficult to go into a new place, to face unknown situations, and to be among strangers; for the members of the congregation it means that they have a place to call home where they are precious and valuable.

The First Impressions Team consists of several parts working in harmony. It includes the Greeters, Ushers, the Welcome Center, Sunday School and Bible study teachers. When we all work together, our guests, visitors and congregation will feel God’s love for them through our actions.

People with the spiritual gifts of encouragement, evangelism, faith, giving, helping, and hospitality are most suited for the First Impressions Team, although anyone with a warm smile, positive attitude, and willingness to share Christ’s love are welcome to be a team member.

Above all, thank you very much for giving of your time in service to God. What you do here on Sunday morning just may make an eternal difference in someone else’s life. Remember, you just may be the only interaction that person has with Jesus Christ.

*Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward.
It is the Lord Christ you are serving.*

Colossians 3:23-24

Greeters

Purpose

To ensure that people see and experience the love of Christ as they arrive at worship. Serving as a Greeter at Mountain View involves welcoming our visitors, guests, and congregation on Sunday morning. The primary responsibility of the greeter is to create a warm, welcoming atmosphere for all who enter. As a greeter you reflect what Mountain View believes about God and the importance of His people.

Job Duties

- Arrive 20 minutes early to church on your scheduled day
- Check Greeter drawer for morning updates
- Wear your name tag and greeter tag (found in Greeter drawer)
- Weather permitting, please greet our visitors, guests and congregation outside the double glass doors near the parking lot. Weather not permitting, please stand just inside the double glass doors
- Greet each person with a warm smile and a hand shake (See below for appropriate greetings)
- Give directions, information or introductions as needed
- Make sure to offer our Nursery to families with young children, while letting them know families and children are more than welcome in worship
- If you are unable to serve on your scheduled day, we would appreciate you trying to find your replacement. If you are unable to find a replacement or have an emergency, please contact the church office as soon as possible.
- Questions, concerns or problems on Sunday morning can be addressed to the Elder on duty

Appropriate Greetings

(If you know the person or they are wearing a name tag, please use their name.)

- Good Morning, Welcome to Mountain View
- Good Morning, it is nice to see you
- Good morning, welcome to worship
- I don't think I have had the pleasure of meeting you? My name is....

Things to Avoid

- Talking too long with our regular attenders. This does not allow you time to greet everyone. If a friend or regular attender wants to linger with you, please gently remind them you are working this morning and would be happy to talk with them after worship.
- Never ask if someone is new here. They may have been attending for a while at a different service; you just haven't met them yet. It also makes new people feel uncomfortable.

Making Guests feel Comfortable

- Introduce guests to others they may have something in common with. For example: a family with young children might be interested in meeting another young family.
- Walk with them to the sanctuary, and introduce them to the ushers.
- Show them where our Bible studies or Children's Sunday school classes are, or take them to the Welcome Center.
- Invite them to sit with you or someone you know.



Ushers

Purpose

The role and function of the Ushers is first and foremost to assist the Pastor by providing the opportunity for orderly worship of the gathered people. The primary responsibility of the Usher is to continue our warm, welcoming atmosphere established by the Greeters and ensuring the smooth operation of worship on Sunday mornings. As an Usher you reflect the importance of worship at Mountain View and our love of God and His people.

Job Duties

- Arrive 20 minutes early to church on your scheduled day
- Check Usher drawer for morning updates
- Wear your name tag and usher tag (found in usher drawer)
- Greet each person with a warm smile and hand them a bulletin if they would like (not every person needs one, but at least one to every family)
- Give direction on seating if necessary. Point out the cry rooms (or Nursery) to families with young children
- Encourage those congregating in the entrance to the sanctuary to find their seats
- Encourage those still in the narthex to join worship when the first song begins
- Close narthex doors at the end of the first song
- Assist Elder with attendance count, if needed. Sometime during the worship service, count the attendance. This includes pastor, the organist, cry rooms, sound room, balcony, and the nursery. Record the number of people on the count sheet. Typically, the count sheet is located in the Narthex on the podium.
- Collect Offering. When the offering time is announced, gather at the entrance to the Worship Center (Sanctuary). The Elder on duty will give further directions.
- Communion. At the beginning of the Distribution, the Elder and Communion Assistant will go to the Altar to receive Communion. The Usher Team will gather again at the entrance to the Worship Center (Sanctuary) to begin dismissing people for communion.
- Open the doors again at the start of the last song
- Please sit in the back row with your family during worship
- If you are unable to serve on your scheduled day, we would appreciate your help in finding a replacement. If you are unable or have an emergency, please contact the church office as soon as possible
- Question, concerns or problems on Sunday morning can be addressed to the Elder on duty

Appropriate Greetings

(If you know the person or they are wearing a name tag, please use their name.)

- Good Morning, Welcome to Mountain View, you may sit wherever you like
- Good morning, welcome to worship, it is open seating.

Things to Avoid

- Talking too long with our regular attenders. It causes a clog at the entrance to the sanctuary. If a friend or regular attender wants to linger, please gently remind them you are working this morning and would be happy to talk with them after worship.

Making Guests feel Comfortable

- Introduce new people to someone they may like to get to know. For example: a family with young children to a member family with young children.
- After worship introduce them to Pastor.
- Show them where our Bible studies or Children's Sunday school classes are, or take them to the Welcome Center.



Welcome Center

Purpose

To ensure that people see and experience the love of Christ while at Mountain View. Serving at the Welcome Center at Mountain View involves welcoming and answering questions for our visitors and guests. The primary responsibility of the Welcome Center is to provide information and directions to our visitors and guests. As a Welcome Center volunteer you reflect what Mountain View believes about God and the importance of His people.

Job Duties

- Arrive 20 minutes early to church on your scheduled day
- Check greeter drawer for morning updates
- Wear your name tag and “welcome” tag (found in Greeter drawer)
- If possible, please stand to the side or in front of the Welcome Table
- Greet each person with a warm smile and a hand shake (see below for appropriate greetings)
- Make yourself familiar with the announcement in the bulletin and any special events going on for the day
- Know where the Bible study classes and Sunday school classes are for the morning
- When someone approaches the desk, introduce yourself first, extend a welcome, and then if you do not know the person, ask for their name
- Have some registration cards available. If they did not fill out one during service, invite them to fill out the guest side of the card so we may follow up with them and add them to our email list. They may also fill in the guest book.
- Introduce guests to others you know who may be nearby. If the Elder or Pastor is available, introduce guests to them also
- If we have a gift available, please give one to each guest family
- Offer the guest any pamphlets, brochures or information we may have available for them to take home
- As your conversation ends, remember to invite them back and thank them for worshipping with us
- Share with guests where they can find more information about us (our website and Facebook).
- If you are unable to serve on your scheduled day, we would appreciate you trying to find your replacement. If you are unable to find a replacement or have an emergency, please contact the church office as soon as possible.
- Question, concerns or problems on Sunday morning can be addressed to the Elder on duty.

Appropriate Greetings

(If you know the person or they are wearing a name tag, please use their name)

- Good Morning, Welcome to Mountain View
- Good Morning, it is nice to see you
- What are you looking for in a church home?
- IF you are looking for a church, is there a particular ministry you'd like to know about?
- How long have you been in the area?
- I don't think I have had the pleasure of meeting you? My name is....

Things to Avoid

- Our regular attenders should not be around the Welcome Center. It deters the visitors from approaching. If a friend or regular attender wants to talk with you, please gently remind them you are working this morning and would be happy to talk with them when you are finished.
- Never ask if someone is new here. They may have been attending for a while and are just now looking for information. It also makes new people feel uncomfortable.

