

# Greeter Guide

## King of Glory Lutheran Church

The Greeters are a vital part of King of Glory's ministry. They are the first impression a newcomer has of King of Glory. They greet and welcome guests on Sunday morning and provide information about the church.

Every person entering King of Glory on Sunday morning, regardless of age, should be warmly welcomed – *this is the most important duty and applies to King of Glory members as well as guests*. If the person is a guest, they should be:

- ❖ **Introduced to other church members**
- ❖ **Led to the Welcome Center**
- ❖ **If time is limited, directed to the Sanctuary, nursery, or Sunday School classroom**
- ❖ **Given a Visitor Card to fill out**

Every Greeter should be:

- ❖ **Committed** to showing up at their assigned station on their assigned Sunday morning
- ❖ **Ready** to introduce themselves to anyone they don't recognize.
- ❖ **Aware** of the importance of a warm welcome to a stranger visiting King of Glory. "Welcoming" includes conversation, not just a handshake
- ❖ **On the look-out** for new faces, often indicated by a look of confusion or apprehension on the guest's face
- ❖ **Willing** to put conversations with guests ahead of conversations with friends

**Please review this training guide prior to your shift. Hard copies are also available at the Welcome Center. Please contact us if you have any questions:**

Thank you for volunteering as a greeter!

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## General Instructions

### Shift Times

Greeters are assigned to either the early or late service.

- ❖ Early Service - 8:10-8:35 and 15 minutes after the service ends. Be prepared to direct guests to Sunday School classrooms. Information about classes and locations is at the Welcome Center.
- ❖ Late Service - 10:40-11:05 and 15 minutes after the service ends

### If You are Unable to Serve

- ❖ If you discover you cannot serve on your assigned date, you are responsible for finding a substitute and use the Volunteer Sign-up to change the assignment.
- ❖ If it's a Sunday morning emergency, notify the Greeter Team Leader, Marge Oberg, immediately.

### How to Prepare

- ❖ Be prepared to speak about life at KOG while trying to learn of the guest's needs. Please read the KOG Weekly Email and/or the back of the bulletin to familiarize yourself with upcoming events.
- ❖ Familiarize yourself with the KOG map. Copies are available at the Welcome Center.
- ❖ A list of all classes and events and their room numbers is available at the Welcome Center and posted in the Atrium near the stairs to the basement.

### When You Arrive

- ❖ Plan to arrive at church 20 minutes before the start of the worship service.
- ❖ Sign in at the Welcome Center. Confirm your assignment and move to your station.
- ❖ Wear your KOG nametag & a Greeter button where it can be seen. Use a visitor's nametag if you forget your nametag. Buttons and nametags are available in the Welcome Center.
- ❖ Have a KOG map and bulletin with you at your station.

### During Your Shift

- ❖ Remember that your focus is to make guests feel welcome before, during, and following worship.
- ❖ Please let your friends know that you will visit with them when you're not "on duty."
- ❖ Remain at your station until the opening hymn has begun. This will allow you to greet guests who arrive a few minutes late.
- ❖ Scan the congregation during worship to identify visitors; seek them out following the service.
- ❖ Some guests will leave before the end of the service. During the last hymn, quietly leave the Sanctuary and return to your station to warmly thank worshippers for attending King of Glory.
- ❖ The time following the service is an opportunity to engage in conversation and see if guests have questions.

### How to Answer Difficult Questions

- ❖ If you are asked a question to which you do not know the answer:
  - Take the guest to the Welcome Center, or
  - Say "I will find out" rather than "I don't know." Then write down the guest's contact information and question and turn it in to the Welcome Desk volunteer. They will pass the questions to Kerri Macy, Adult Ministries Director, for follow-up.
- ❖ If there is an emergency, please call 911 and notify Kim Widlund, Director of Administration, she is posted in the narthex on Sunday morning.

## Station Specific Instructions

### All Stations

- ❖ Warmly welcome and greet everyone who comes through the door.
- ❖ Welcome guests, introduce yourself and, if appropriate, escort them to the Welcome Center and introduce them to the volunteer stationed there.
- ❖ Direct guests to the Sanctuary and, if appropriate, to the nursery.
- ❖ As guests leave following the service, thank them for worshipping with us and ask if they have questions. If appropriate, escort them to the Welcome Center.

### West Entrance – Playground

- ❖ This entrance is frequently used by families with small children.
- ❖ Please be ready to assist families in locating the nursery and Sunday School classrooms.

### North Atrium Entrance – Covered Breezeway

- ❖ This entrance is frequently used by guests with physical limitations. Please be ready to assist, as needed, using caution when approaching moving vehicles. Your safety is important to us!

### Atrium Floater

- ❖ Watch for people who are looking around and introduce yourself. They are probably new.
- ❖ As you meet guests, tell them about the complimentary coffee and the gift at the Welcome Center.

### North Narthex Entrance

- ❖ Guests arriving at this entrance may not be aware of the Atrium area. Please escort guests to the Welcome Center and introduce them to the volunteer stationed there.
- ❖ Direct guests worshipping with small children to the “Kids Kits” which are located on the back wall on the north end of the narthex.

### Welcome Center

- ❖ Our Welcome Center volunteers are experienced greeters who have been trained in welcoming visitors, collecting their contact information, and answering questions on the life of the church. They are a wonderful resource for all our greeters on Sunday morning.
- ❖ If you are interested in being trained to volunteer at the Welcome Center, contact the Greeter Team Leader.

## Assisting Guests Requiring Special Assistance

### Guests with Infants & Small Children

- ❖ Guests with infants and small children should be offered nursery facilities, but always make sure parents know their children are welcome to stay in worship. The nursery is available for children, infant-K. You may need to walk them to the nursery or show them on the map. It is ok to leave your post to do so.
- ❖ Direct guests worshipping with small children to the “Kids Kits” which are located on the back wall on the north end of the narthex.
- ❖ Guests arriving around 9:30 should be directed to the appropriate Sunday School location(s). See the bulletin insert or Welcome Center for class and room information.

- ❖ If a worshipper needs to leave the Sanctuary with an unhappy or overenthusiastic little one, guide them to the Cry Room, located in the Nursery, which has the worship service streaming live on a large screen.

### **Guests with Special Needs**

- ❖ King of Glory has a Sanctuary Sensory Room as an extension of the Sanctuary.
  - A sensory room is a safe place for individuals or families to retreat when the sensory input of participating in group worship, with all the noise and movement, becomes overwhelming. It allows those with differences, such as ADHD or autism, who cannot remain seated for long periods of time quietly or silently to participate in worship without disturbing those around them.
- ❖ The Sanctuary Sensory Room is located at the back of the Sanctuary on the north side. It can be reached from the Sanctuary or from the north narthex entrance.
- ❖ If a worshipper seeks refuge with a noisy baby or toddler, direct them to the Cry Room, located in the Nursery, which has the worship service streaming live on a large screen.

*Thank you for volunteering as a Greeter!*