

	TITLE: GREETER'S RESPONSIBILITIES	PROCEDURE
DOCUMENT NUMBER:	FILE NAME:	
SECTION: Deacons SUBSECTION:	EFFECTIVE DATE: (27/10/09)	
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1.0 Purpose

This procedure is to give guidance for the responsibilities of the position of Greeters.

2.0 Scope

2.01 Applies to all Greeters of Harvest Bible Chapel Cambridge (HBCC) and their responsibilities during HBCC events.

3.0 Definitions:

4.0 Responsibilities:

- 4.01 Remember - You are most likely the first person a guest will see and talk to on any given Sunday morning. How welcome a guest feels depends directly on how well you fulfill your role
- 4.02 The Greeters will station themselves in such a way so that they will be able to open the Front entrance doors to people attending church.
- 4.03 **Please be on time 9:45am!**
- 4.04 Wear your lanyard with your name tag at all times (they are kept on a door hook in the "Higher Ground" storage cupboard), please return them when you leave after church.
- 4.05 They should greet people with a smile, in a warm and friendly manner, seeking out and offering to help new guests.
- 4.06 Make eye contact and introduce yourself. Ask for, remember, and use people's names! Be proactive – always be looking to make contact with guests.
- 4.07 Shake hands if you like but be sensitive to those who don't feel comfortable with hand shakes, especially when the flu season is on.
- 4.08 Keeping the Ushers aware of any problems or unusual situations.
- 4.09 They should be familiar with:
 - a) Where the Children's ministry is and calls it by its name "Higher Ground".
 - b) The ages for the program, Nursery – birth-2yrs; Climbers – ages 3-5; Explorers grades 1 – 4.
 - c) Where the coat racks are
 - d) Washrooms
 - e) Worship Center
 - f) If Handicap lift is required contact an usher
 - g) HBCC service schedule
 - h) Small Groups, locations and topics
 - i) Special Events for HBCC.
- 4.010 Help direct guests to the Welcome Table area after the service.

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- 4.011 Keeping the Ushers aware of any problems or unusual situations.
- 4.012 Praying for other usher team members & church leadership.
- 4.013 Stay in your area till 10:40am.
- 4.014 If you cannot attend on your scheduled Sunday please switch with someone else that is on the schedule.

Special Situations

- Parent's with small children
 - No strollers allowed in aisles
 - NO Wheelchairs are allowed in aisles, please remove couple of chairs from back row & replace with wheelchair.

- Disturbances
 - Immediately inform the Ushers
 - DO NOT touch anyone unless they become physical and create a threat

- Evacuation
 - Remain calm as you direct people to WALK to the nearest exit door
 - OPEN ALL DOORS and assist people to orderly leave the building
 - Assure parents that the children are being safely evacuated and to NOT head to the children's area. There are people dedicated to the evacuation of the children's area, and parents trying to see after their children will impede the evacuation of the building.
 - Inform parents that they will be notified of the HG evacuation gathering area once they themselves have evacuated and reported to an Usher, Elder or Deacon.
 - If a fire is detected please **call "911" using the pay phone located outside (right of entrance doors) the main entrance to church.**

- Medical emergencies
 - Immediately inform the Ushers
 - Offer whatever help is possible.
 - Call 911 using the payphone located outside (right of entrance doors) the main entrance to church.

5.0 Related Documents

6.0 References

Review Dates:
Revision Dates: