

Guidelines for Ushers

Ushers are our front line ministers of welcome. Ushers serve as the hosts for worship. Your role as an usher is critically important to set the tone of welcoming in the congregation. As you serve in this ministry, keep these guidelines in mind.

Remember to:

- Remain available to meet people as they enter the worship space and then assist them throughout the service.
- Identify newcomers, ask their names, answer their questions and help them with items to make them comfortable.
- Offer to escort people to restrooms, childcare facilities, and other areas of the church they need to find.
- Offer assistance with finding seats; ask members to make way for guests.
- Assist with preparing the worship area and help keep it looking presentable.

Try to avoid:

- Leaving the entrances or the congregation completely unattended at any time before or during the service.
- Hovering over newcomers or smothering them with too much attention and information.
- Merely pointing people in the right direction and assuming they can get where they want to go in an unfamiliar building.
- Asking newcomers to move once they have been seated.
- Getting distracted with tasks and forgetting to interact with people.