Hospitality Ministry

WITH HEART

Before Mass

Arrive 45 minutes before Mass.

Wear "Usher" Name Tag

After Mass

Distribute bulletins at side entrance & main foyer.

Check washrooms.

Tidy up church & foyer area.

During Mass

Quiet talking only as necessary in foyer.

Close collection bag after first reading.

Two people at collection basket at all times.

One person seated at back of church for latecomers or in case of emergency.

Do not seat latecomers when readings are being proclaimed.

W — WATCH & WAIT

Watch the parking lot, the entrance doors, and hallways. Welcome everyone. Actively step forward to meet anyone who appears hesitant, lost, or alone.

I — INITIATE

Take the first step and offer a warm smile, open a door, say "Good Morning! So nice to see you today!" Don't wait for them to come to you.

T — TAKE THEM

If someone asks where the restrooms are, walk WITH them to their destination. Avoid pointing or giving complicated directions. If you can't go with them, ask another usher to take them.

H — HAND OFF

When and where possible, introduce the visitor to someone else before you leave them. Help them to feel integrated, not just "dropped off."

H — HEAR ACTIVELY

Focus on the person in front of you. Listen to the person's questions or needs without distractions. Maintain eye contact and a friendly smile.

E — EMPATHIZE

Understand that entering a new church can be intimidating or stressful. Meet them with a patient, reassuring, calm and friendly presence.

A — ANTICIPATE

Think one step ahead. If the family has small children, point out the chapel and the children's books. If an elderly person has trouble walking, check to see if Eucharist can be brought to them.

R — RESPECT BOUNDBARIES

Pay attention to social cues. Some visitors prefer enthusiastic conversation, while others respond better to a quiet smile. Read their comfort level and match it.

T — THANK WARMLY

Always thank visitors for spending time with our parish community. This will leave a positive lasting impression.

WITH is what we do with our hands & feet (Actions of Service)
HEART is how we make them feel (Attitude of Service)

Thank You!

for all you do to help serve the Hospitality Ministry and our Parish!