

GREETER ORIENTATION OVERVIEW

The Saint Mark Hospitality Team is pleased to provide you with the following training information in the spirit of optimizing the first moment when both current and potential new members enter our Christian home.

As a greeter, you are the “first face” of the welcoming process and can significantly influence the feeling of anticipation and comfort of the Saint Mark family to both newcomers and members.

“Hospitality is less about what we do and more about who we are. As believers, we should make others feel at ease in our presence.” (From “Be Our Guest: Practicing Hospitality” by [Jennifer McCaman](#))

The role of “greeter” could be thought of as simply as opening the door and extending a handshake, but hospitality and greeting, in essence, is so much more. To that end, the Hospitality Team is offering the following guidelines and information:

- Our pastor’s insights on the importance of your role;
- Information concerning the church facilities;
- Information concerning infants and children;
- Information concerning the church’s services and Sunday school classes;
- Your role as a greeter;
- Additional resources to assist you in preparing to serve as a greeter.

Ministry of Welcome

An average of six “first time” visitors come to our church on a weekly basis, and you can help to create a welcoming atmosphere to motivate them to consider Saint Mark as their new house of worship.

The following excerpt from one of the resource documents referenced herein provides a unique snapshot of your role as a greeter:

“You can be a great asset (representing the people of The United Methodist Church) in offering the following invitation to all church attendees: Our hearts, our minds and our doors are always open. This is an invitation to discover that United Methodists are an open, hospitable community of people. It is a promise that United Methodist congregations will welcome everyone to a rich experience of faith and work together to growing in spiritual well-being.”

Pastors' Insights

From Pastors Todd and Shawna

How does our church welcome people? Is the welcome little more than the initial encounter, or does the lifestyle of our church bring new people into Christian community, disciple them and send them out?

United Methodist churches who live out the phrase “Open Hearts, Open Doors, and Open Minds” are moving from “Open” as an adjective to “Open” as a verb. We understand that welcoming people on Sundays or for other church related activities has everything to do with how we make people feel. A good ministry of welcome – both inside and outside church walls – is part of vital congregations.

A welcoming and hospitable climate begins at the curb, continues into the heart of the congregation, and moves outside church walls into the community. The ministry of welcoming is a way of ministering to people in all walks of life.

Saint Mark Greeters are our front line “ministers of welcome.” Greeters usually provide the first official point of contact with the congregation. Your role as a greeter is critically important to set the tone of welcoming people into our congregation.

Saint Mark Greeters are known to be dedicated and hospitable! We practice radical hospitality by our active desire to invite, welcome, receive, and care for all who enter our facilities. By showing radical hospitality, we must be willing to go the extra mile!

As a Saint Mark UMC Greeter, you provide visitors and guests with guidance and direction. It is our hope that you will bring an anticipation and excitement to visitors and guests as they are enter our facilities.

With much appreciation, we thank you for serving God and our church through Saint Mark's Greeter Ministry!

CHURCH FACILITIES

Greeters should be prepared to answer questions about any aspect of our facilities. In addition, the Hospitality Team provides periodic tours for greeters to familiarize them with the layout of the Sanctuary, Atrium, Youth Center and Saint Mark Center. Please contact the Hospitality Team chairman for further information on these tours.

The following information provides a snapshot of our building.

Overview: Master layout drawings of the church facilities are provided in two locations: one is mounted on the wall in the Narthex and the other is located in the Atrium. Please take a few moments to review this diagram, so you will be familiar with the church layout. As noted above, periodic tours will be offered to assist greeters in seeing the features and layout of our church building.

Restrooms: Restrooms are located on all three levels of our building.

Sanctuary:

Narthex – Unisex restroom

Foyers just outside Sanctuary's interior doors – men's/women's on CDC side and on Music Suite side

Atrium:

Upper Level – men's/; women's/in back corner by the water fountains

Lower Level – men's/ in back corner by the elevator; women's in back corner near water fountains

Saint Mark Center:

Gym – men's and women's/in elevator hallway

Commons Room – men's and women's/inside the double doors between the Gym and the Commons Room Office Wing – men's and

women's/between the water fountain in the hallway from the Atrium into the Office Wing

Youth Center- boy's and girl's/water fountain

Changing Stations:

There are three restrooms with changing stations for babies:

in the Narthex/unisex restroom;

just off the Atrium/the Nursery;

in the Saint Mark Center/women's restroom next to elevator.

Special Needs Aids:

A wheelchair is located in the Atrium near the elevator.

Hearing aids are available on the table in the Narthex where the greeter badges are stored.

Prayer Room: The Saint Mark Prayer Room is located in the Narthex.

Greeter Boxes:

Greeter boxes are located in:

- 1) the ushers' room in the Narthex;
- 2) under the monitor in the Atrium;
- 3) in the storage room behind Donna Jaynes' office in The St. Mark Center.

These boxes contain:

- 1) A description of the children/youth programs;
- 2) church information;
- 3) maps of the church;
- 4) Sunday School information;

- 5) copies of this orientation package;
- 6) the St. Mark brochure, currently being revised.
- 7) small first aid kit
- 8) skittles

Fire Alarms/Equipment: There are multiple fire alarm switches and extinguishers located within SMUMC facilities. The specific locations of the items will be identified during your church tour.

Defibrillator: A defibrillator (AED) is located in on the wall in the main church entry area.

Handicap Parking: These special parking areas are located in the front of SMUMC, in the turnabout on the left side of the main entry, and in both side parking lots.

Ice Control: A bucket of sand is located in the usher's room for use/scattering when icy conditions occur.

Infants and Children

Children's Church, the Nursery, Children's Sunday School, are "Safe Sanctuary"

Children and infants are welcome to stay with their parents during church services, or they may attend "Children's Church" or go to the Nursery, both in the Atrium.

"Children's Church" begins during the service with "Children's Moments" and continues as the children leave the service to go to the Atrium, Room 101, God's Back Yard Chapel where the "Children's Church" room is located.

Children's Sunday School classrooms are located around the Atrium. The Nursery is located through the doorways behind the Atrium steps and has glass walls to provide full view of the children. This arrangement meets part of the UMC policy of "Safe Sanctuary."

As greeters, we need to know about "Safe Sanctuary," a discipline of the United Methodist Church to protect children, youth, and vulnerable adults. (Read more at <http://www.umc.org/umi/safe-sanctuaries>.)

The Nursery has a system of sign-in/sign-out for parents and offers two-way hand sets for the Nursery staff to contact parents as needed while they are in the church building.

Church Services, Fellowship in the Atrium, and Children's Church

Visitors' questions about St. Mark include details of worship services and children's services during worship.

We have three worship services, all on Sunday:

In the Sanctuary – two traditional services at 9:00 and 11:15 a.m.

In the Saint Mark Center – one contemporary service – “Celebration Service” – at 9:00. Be sure to invite all worshipers to our fellowship time in the Atrium after the 9:00 a.m. services.

Children and infants are welcomed to stay with their parents during worship hour. (Make sure parents with infants know about the changing station in the Narthex bathroom.) Otherwise, parents may take their infants and toddlers to the nursery, kindergarten age children can go to “Children's Church” immediately after the “Children's Moments” early in the service. The children's leader takes the children to the designated Sunday school room in the Atrium. Parents are welcome to go with the children to locate the room and then return to the service.

Children's Sunday School Classes

<http://saintmarkumcseneca.org/ministries/childrens-ministries/childrens-sunday-school/>

Our 3 year-olds through Kindergarten meet in room A101[God's Back Yard Chapel] in the Atrium

Our 1st through 3rd graders meet in room A102[God's Back Yard Tree House] in the Atrium.

Our 4th and 5th graders meet in room A106 off of the atrium near the elevator. The “Halo” class is a pre-youth group Sunday school class.

Youth and College Ministries

<http://saintmarkumcseneca.org/ministries/youth-college-ministries/>

Youth in grades 6 through 12 meet in the Youth Center during Sunday school hour.

College students meet in Room A208 [The Misfits Class] during Sunday school hour.

Adult Sunday School Classes

<http://saintmarkumcseneca.org/ministries/adult-ministries/adult-sunday-school/>

Adult Sunday School classes are located on the second floor of the Atrium and on the Sanctuary level and in the Conference Room.

(See separate handout with the information about our Adult Sunday school classes.)

YOUR ROLE AS A GREETER

Resources for greeters are stored in boxes at each greeter location.

Greeter Boxes:

Greeter boxes are located:

- 1) in the ushers' room in the Narthex;
- 2) on a shelf under the Information Desk (under the monitor) in the Atrium;
- 3) in the storage room behind Donna Jaynes' office in The St. Mark Center.

These boxes contain:

- 1) A description of the children/youth programs;
- 2) church information;
- 3) maps of the church;
- 4) Sunday School information;
- 5) copies of this orientation package;
- 6) the St. Mark brochure, currently being revised.
- 7) small first aid kit
- 8) skittles

Partners: Be sure to find out who your fellow greeter will be (Narthex). The Atrium usually has one greeter. The St. Mark Center has a coordinator who schedules two people each Sunday; their roles combine usher and greeter: handing out bulletins and other duties of ushers, as well as greeting people as they arrive. (Entrances for the Celebration Service include the stairs from the Atrium, the elevator, the door from the Commons Room, and the exterior service door).

Arrival Time for all stations: Please be at your station at least twenty minutes before the service is due to begin.

Attire: Your usual church attire is fine.

Identification Badges:

Narthex: These are stored in a box on the ushers' table .

Atrium: These are kept in the Greeter Box on the shelf under the Information Desk.

St. Mark Center: A customized greeter box is kept in the kitchen storage room next to the elevator.

Greeting at the Narthex station: Weather permitting, you should stand outside of the doors and assist in opening the doors if you are physically able to do so. If there is inclement weather, stand inside nearest the entry doors.

Additional Resources for Greeters

There are several reference documents that you can use to enhance your role as a greeter. Please take time to read the online material and view the video in the resources listed below.

1. saintmarkumcseneca.org/

A “must-read” for Greeters! Familiarize yourself with the various pages on our website to learn more about our church family.

2. <http://www.umcom.org/learn/welcome-your-guest>

- At “Welcoming Overview” (<http://www.umcom.org/learn/welcoming-overview>), you can watch a video and then read the related article.

- At “Welcoming Resources,” (<http://www.umcom.org/learn/welcoming-resources>), you can review four different resources, including:

- “One-Hour Training Session”

- “Ideas That Show We Care”
- “Welcoming Tips” (See the following page for an example.)
- “Mystery Guest Audit.”

3.<https://www.umcdiscipleship.org/resources/on-greeting-persons-with-disabilities-a-suggestion-manual-for-ushers-and-gr>

“On Greeting Persons With Disabilities: A Suggestion Manual for Ushers and Greeters” has information that focuses on many ways to make special needs folks feel at home.

“Welcoming Tips”

Source: Page 41, Section 282 of the Welcoming Ministry TRAINING MANUAL and PLANNING HANDBOOK at:

http://s3.amazonaws.com/Website_Properties_UGC/welcome-your-guests/documents/WEL_MIN_ONE_HOUR_PACKET.PDF

Welcoming Tips

Here are some ideas that might make it easier for you to welcome others to our church. Feel free to come up with other ideas or adapt these on your own. These are just to get you thinking about welcoming as a personal ministry, right there in the pew, and a lifestyle for our church.

Circle of 10: Greet anyone, member or guest, who comes within ten feet of you. Make a special effort to greet the people you don't already know within your Circle of 10.

Rule of Three: Please do not talk to other members for the first three minutes after the service. Talk only to those you don't know or people you know are guests. It takes guests about three minutes to exit the church after worship and we need to make sure someone has made contact with them before they leave.

Don't know what to say to a guest? Here are a few conversation starters:

1. Offer a handshake and say, "Hello. My name is _____, and you are ...?"
2. Wait for a response and repeat the person's name so you make sure that you get it right and so you can more easily remember it.
3. If you think you know the face but can't recall the name, try this approach:

"Hello, I'm _____. I believe I've seen you here before but I don't know that we've had the opportunity to meet. What is your name?"
4. Don't be embarrassed if you're greeting a member and don't know that person's name—or be offended if someone doesn't remember yours. We need to offer grace to one another, just as we would to new people.

Room	Class and Description	Topics/Style	Contact	Social Activities	Outreach Activities
A204 10:15 am	<u>Acts</u> Mostly married couples in the 40s-60s+, whose children are mostly in high school, college or just starting careers	Adult Bible Study series or social topics; rotation of 4 teachers on a monthly basis	Jens Holley holley@clemsun.edu 864/885-1041	Occasional social activities	Provide necessities to the Oconee Crisis Center; sponsor/participate in various programs, respond to others needs
A203 10:15 am	<u>Aldersgate</u> Men and women, married and single, mostly age 50 and up	Adult Bible Study series; practical biblical discussion for everyday living	Dale Gobel gobeld@bellsouth.net 864/888-1413	Christmas party; Halloween Party for elementary and under; 2 additional get-togethers	Sponsor of Marvin's Kids; Girls Wilderness Camp; Children's Unlimited; Adopt-a-Family; Wesley Foundation; Salkehatchie
A207 10:15 am	<u>Disciples</u> Couples and singles, primarily in their 30's and 40's with children of all ages	Leader/discussion style on a variety of topics (leader rotated among several members)	Keith Anderson gohokiesgo@bellsouth.net 864/985-1853	Seasonal parties and gatherings. occasional dinner at a local restaurant for fellowship	Marvin's Kids; dinners for Clemson Youth Ministries; other community ministries as needed
A206 10:15 am	<u>Faith in Action</u> Working people, singles, couples, marrieds, married with children, mid 20s and 30-somethings	Discussion of faith and social topics from biblical perspective	Sandy James s4e4j4@bellsouth.net 864/972-1122	Seasonal gatherings; eat together occasionally	Sponsor of Marvin's Kids; collect school supplies for local schools; Our Daily Rest once a quarter and other miscellaneous ministries
Commons Room 10:15 am	<u>Genesis</u> Both single and married persons of various ages and backgrounds	Lecture with discussion. Study of books and characters of the bible from a progressive theological perspective. The focus is on understanding of the bible while considering it's historical, geopolitical, and cultural origins.	Jody Gaulin jggaulin@bellsouth.net 864/247-8208	Seasonal gatherings	Help with various ministries within the church on an as needed bases

<p>A205 10:15 am</p>	<p><u>Lydia Bible Class</u> (Since 1922) Adult class that studies the Adult Bible Studies Series from Cokesbury</p>	<p>Leader/discussion style on topics from Adult Bible Study series (leader rotated among 3 members)</p>	<p>Sandra Stricker sandrastricker@bellsouth.net 864/882-8641</p>		<p>Support church programs (Marvin's Kids, CDC, Salkehatchie, etc.) and community programs (Daily Bread, Girl's Wilderness Camp, Golden Corner Ministries, etc); card ministry</p>
<p>Room A208 10:15 am</p>	<p><u>Misfits</u> Post-graduate and career 20's through 40's</p>	<p>Various topics, practical, topical,</p>	<p>Cora Keese coramay@gmail.com 864/324-2894</p>	<p>Social gatherings throughout the year.</p>	<p>Recognized as an official Reconciling Ministries Community. Reconciling Ministries Network mobilizes United Methodists of all sexual orientations and gender identities to transform our Church and world into the full expression of Christ's inclusive love.</p>
<p>A201 10:15 am</p>	<p><u>Outreach Class</u> Couples and singles; 30 to 60+</p>	<p>Leader/discussion style study of a book of the Bible or Biblical character or topic. Purpose is to hear how God speaks to us personally through His Word. No previous Bible study experience necessary.</p>	<p>Dottie Carbee carbeedorothy@gmail.com 864/944-5088</p>	<p>Occasional social gatherings</p>	<p>Support Marvin's Kids; Special Friends; Summer Youth activities, Salkehatchie, Wilderness Way Girl's Camp, Golden Corner Food Bank</p>
<p>A202 10:15 am</p>	<p><u>Serendipity</u> Women of all ages and at all stages of their spiritual walk</p>	<p>Leader/discussion style with topics from a female perspective that vary as the Holy Spirit leads, such as life lessons, women of the Bible, and developing deeper spiritual relationships with God</p>	<p>Lilly Blue lblue@duke-energy.com 864/654-4002 Sheryl Cherry tsbecherry@aol.com 864/882-3697</p>	<p>Members provide both spiritual and emotional support and friendship with other class members</p>	<p>Supports church activities, Salkehatchie, Wesley Foundation, Marvin's Kids and sponsor several Marvin's Kids at Christmas</p>

B212 10:15 am	<u>Table Talk</u> Persons of all ages interested in discussion current issues from a faith perspective	Everyone will have the opportunity to select relevant topics and lead group discussions	Diane Caster dscaster@gmail.com 864/972-4736	New Class - TBD	New Class - TBD
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