

**MISSION STATEMENT:**

*Creating an inviting and comfortable environment where all people can engage with the gospel of Jesus Christ*

**REPORTS TO:**

- Hospitality Lead

**EXPECTATIONS:**

- Be present 15 minutes prior to the beginning of the worship gathering.
- Serve every scheduled Sunday, with the exception of sickness or emergency circumstances.
- Present a pleasant and welcoming presence as guests arrive.
- If necessary, help guests to find seats or direct them to desired areas of the building, such as the restrooms or kid's wing.
- Hand out bulletins, located on the back table in the sanctuary.
- Help collect the offering at the appointed time in the service.
- Take a head count during announcements, including children in the kid's wing and the team members in other parts of the building.

**TIME INVESTMENT:**

- 2 hours per month (includes serving once per month)

**COMMITMENT:**

- One year

**PREREQUISITES:**

- Be 13 years of age or older
- Values being a welcoming presence for those attending Elmwood

**COMPETENCIES:**

- Knows where gifting fits into the weekly worship gathering
- Capable of holding a meaningful conversation with a new attender

# PREPARE

## TEAM MEMBER



## USHER INSTRUCTIONS

### BEFORE THE SERVICE

- Take a stack of bulletins from the table in the back of the sanctuary and greet people in the sanctuary doorway you hand the bulletins out.

### BEGINNING OF THE SERVICE

- Each service will begin with a call to worship. *Please close the sanctuary doors at 10:30 am when the service starts.*
- Most weeks there will be a prelude song before the service starts. Keep the door open until the prelude song is finished.

### RECEIVING THE OFFERING

#### NON-COMMUNION SUNDAYS

- The offering will be received *during the first song after the sermon*. Whoever preaches will pray, invite the kids to return and call the ushers forward.
- Once the offering is received, have one of the ushers bring it forward and place it on the table beneath the cross. *The offering will not be handed off to a Pastor.*

#### COMMUNION SUNDAYS

- On Communion Sundays, *the offering will be announced and collected immediately following the Communion blessing.*
- On most weeks there will be time to place the offering on the table under the cross before the last song has finished, but if there is not time, keep the offering in the back of the sanctuary until it can be safely passed off to our counting team.

NOTE: *Be sure to record the attendance* on the pink sheet on the table in the back of the sanctuary.

### COMMUNION

- Whoever is preaching that morning will prepare the congregation for Communion and say the words of institution.
- Congregants will be instructed to come forward when they feel ready, so *please do not dismiss congregants by row.*

### END OF SERVICE

- Every service will end with a benediction.
- *Please keep the sanctuary doors closed until the benediction.*

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## TEAM MEMBER



### HAVING A MEANINGFUL CONVERSATION

Small talk is hard at times, isn't it? Even if you enjoy talking to new people it can be awkward, and if you're an introvert, then it can be downright terrifying. But here's the deal: The Bible commands us to gather together and therefore, conversations are a near certainty (Hb. 10:25). So if that's the case, it's important that we're thoughtful about the ways we're engaging in conversations, because you never know how God might use those five minutes of Spirit-led, loving conversation on a Sunday morning to draw somebody towards His Son. In this module, we're going to give you a tool that you can use to be a vessel of God's love to anyone that walks through the doors at Elmwood Church.

#### WATCH THIS:

<https://www.youtube.com/watch?v=Xs81lbTk8Kw>

#### REFLECTION QUESTIONS:

Take a moment to prayerfully reflect on the article that you read and answer the questions below:

1. As you consider the gospel, talk about why you should genuinely care about each and every person that you have a conversation with.
2. How might somebody feel if you address them by their name? What does doing this say about the way that we value somebody as a valued guest at Elmwood?
3. Give some examples of what you might say to either affirm somebody in a conversation and/or draw more information out of them in showing that you care about what *they* are talking about?
4. What are some habits you have when it comes to your body language that communicate a lack of care to others? What are you going to do to change that habit?

#### A TOOL FOR THE ROAD:

Here's an acronym to put into practice as you seek to show others the love of Christ in conversation:

**F:** Ask **follow up** questions to what somebody shares so that they know you're listening.

**A:** **Affirm** the person's experience, both through your body language and through words of encouragement.

**N:** Remember the guest's **name**. If you want a real challenge, try to remember one thing about them.

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## TEAM MEMBER



## BEING HOSPITABLE

Have you ever been in a situation where you felt like an outsider? Maybe you didn't know the people around you or you didn't know where to go. Well, if you have then you know that those moments are not only uncomfortable, but they certainly don't encourage you to come back to that place. Elmwood Church has been blessed with a spectacular building in an excellent location, and we want to steward that gift well. Part of that stewardship means that we not only consider how the Elmwood building makes us feel, but how it impacts our visitors and guests for the sake of the gospel. As we dive into this module, our goal will be to think critically and with a charitable heart towards how we can be the hospitable people God calls us to be (Hb. 13:2).

### WATCH THIS:

<https://www.youtube.com/watch?v=Cb1KoTh66ig>

While this video is indeed entertaining, there is a level of truth to what the narrator is pointing out. As we get invested in a church community and become comfortable with where they gather on Sundays, it becomes easy to assume that we are hospitable or friendly since we are already "plugged in." What we must realize, however, is that our guest's experience at Elmwood is not the same as ours. Therefore, we must put ourselves in their shoes in order to make sure we are not creating unnecessary barriers to faith in Christ. Below are three steps you can take to begin practicing hospitality:

### STEP 1: *INTEND*

Hospitality isn't just something we do, it's a posture that we take because God has brought us in even when we did not deserve it (Jn. 1:12; Rom. 5:8).

**APPLY:** Consider the love God has for every guest at Elmwood and seek to be an ambassador of that love.

### STEP 2: *INFORM*

God has graciously revealed Himself to us through His written word and ultimately in the living Word, Jesus Christ (Hb. 1:1-2). He has not left us in the dark and we should not leave our guests in the dark when they come to Elmwood.

**APPLY:** Let guests know where they can find coffee, the restrooms, and info on the connections table.

### PRINCIPLE 3: *INVITE*

God didn't simply tell us who He is, but took the initiative in making a way back to Him through His Son (Jn. 3:16). As a response, we should be intentional not only inform people about Elmwood, but invite them into relationship.

**APPLY:** Introduce yourself to people who are alone and invite them to sit with you.