Usher Guidelines
Being a Purpose Driven Usher

THE PURPOSE OF THE USHER:
“To prepare people for a positive worship experience.”

THE PURPOSE OF THE USHER IS ACCOMPLISHED BY:
- Extending a genuine greeting, smile and handshake
- Be responsible for putting out and stocking seat covers
- Be responsible for closing off and monitoring upper level seating
- Assisting members and guests with seating
- Being alert to special needs of members and guests
- Facilitating the offering and communion
- Safeguarding a distraction free environment

WHY YOUR SERVICE AS AN USHER IS IMPORTANT:
“Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up. Therefore, as we have opportunity, let us do good to all people, especially those who belong to the family of believers.” Galatians 6:9-10

“Each one should use whatever gift he has received to serve others, faithfully administering God’s grace in its various forms.” 1 Peter 4:10

“Shallum son of Kore, the son of Ebiasaph, the son of Korah, and his fellow gatekeepers from his family were responsible for guarding the thresholds of the Tent just as their fathers had been responsible for guarding the entrance to the dwelling of the LORD. In earlier times Phinehas son of Eleazar was in charge of the gatekeepers, and the LORD was with him.” 1 Chronicles 9:19-21

You are one of the first impressions that others have of Celebration Church. As such, you have the unique opportunity to set a positive tone for each person’s day by warmly welcoming them and providing assistance as needed. You will be helping others by maintaining order, eliminating potential distractions and reducing the fears associated with attending a large church.

- You are partnering with the congregation as they invest in and invite their un-churched neighbors, co-workers, friends or family members to attend church.
- You may be the only individual contact some people have on Sunday morning.
- Your role is vital as you are entrusted with these relationships.

EXPECTATIONS FOR ALL USHERS:
- **Be on time & attend pre-service team meetings.** Pre-service usher meetings will be held at 9:00 a.m. in the foyer. You will meet with your captain, pray, receive position assignments, badges and other service specific updates at that time. Pray for God’s intervention each time you serve. How can you make someone’s day or specifically bless someone? Attend connect class after morning duties are done.

- **Serve when scheduled.** If you realize that you will not be able to attend a service for which you have already been scheduled, it is your responsibility to contact your fellow
ushers and identify a replacement. It is also your responsibility to notify your Usher Captain with the name of your replacement. Schedules are created one month in advance, so if you know of a conflict with your regularly planned rotation for the upcoming month, please notify Your captain or Kyle Estep in advance.

- **Aggressively and cheerfully greet people.** As members and guests enter the Main Auditorium, make eye contact with people, shake hands, SMILE, and provide seating direction as they enter the auditorium. **HANDS FREE!** Please don’t have a coffee of drink in one hand – all of our attention should be focused on guests and members.

- **Identify available seats.** As the service progresses, know what seats are available in your section. Escort people entering the auditorium to available seats in your section.

- **Be watchful** for people who may have questions or special needs, particularly seniors or those that are disabled. Direct them to the appropriate section. (There are reserved seats throughout the auditorium. Please be familiar with these seats.)

- **Remain alert to potential distractions in your section.** Please see “How to Handle a Disturbance/Emergency” for more information.

- **Select your personal seat at the end of an aisle.** This will provide you easier access and will ensure that you are not a distraction.

- **Walk the aisles.** After the auditorium has cleared at the conclusion of the service, walk the aisles of your section to pick up trash, bulletins, etc. Trash bags will be located in the foyer.

- **Direct any concerns,** problems or improvement suggestions to your Usher Captain or Kyle Estep.

- **Be familiar with the other services** and ministries that Celebration Church provides.

- **Take ownership of your section!**

**OFFERING GUIDELINES FOR FLOOR SEAT USHERS:**

- Usher Captains will pass out offering buckets before service begins. **Do not pick up your own offering buckets.** This will help the captains keep up with all the buckets and people in their positions.
- Move into position (front of the section) as soon as Pastor or whoever is receiving the offering says it is time for offering.
- Be ready to pass the buckets as soon as Pastor Daniel says “AMEN” for the offering prayer.
- Pass from the front to the back of your section.
- Once you have all of the buckets, go to the Offering/Sorting Area to drop off your buckets and separate the connection cards and envelopes.
- On Sundays, the Offering Area is located inside the Main Foyer. Go to the Sitting area to the left of the stairs as you come out of the Theater. Bob Wojdula or Kyle Estep will be there waiting.
- On Thursday, there is no Offering area. Just put the card and offering together and give it to Bob Wojdula, Karen Dinkins, or Kyle Estep.
- In order to ensure the highest level of accountability, at least 2 non-staff members must remain in the Offering area until the money has been locked in a bank bag and the tape signed. Please do not leave the area until all of the connection cards and offering envelopes are separated. This will only take about 5 minutes. Think “dual control!”
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- Usher Captains will pass out offering buckets before service begins. Do not pick up your own offering buckets. This will help the captains keep up with all the buckets and people in their positions.
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- Be ready to pass the buckets as soon as Pastor Daniel says “AMEN” for the offering prayer.
- Pass from the front to the back of your section.
- Once you have all of the buckets, go to the Offering/Sorting Area to drop off your buckets and separate the connection cards and envelopes.
- On Sundays, the Offering Area is located inside the Main Foyer. Go to the Sitting area to the left of the stairs as you come out of the Theater. Bob Wojdula or Kyle Estep will be there waiting.
- In order to ensure the highest level of accountability, at least 2 non-staff members must remain in the Offering area until the money has been locked in a bank bag and the tape signed. Please do not leave the area until all of the connection cards and offering envelopes are separated. This will only take about 5 minutes. Think “dual control!”

HOW TO HANDLE A DISTURBANCE/EMERGENCY:

One of your primary responsibilities (and privileges!) as an usher is to SAFEGUARD a distraction free environment so that Pastor Chris can communicate the life giving message of Jesus Christ to the majority of members and guests during each service.

Usher Captains, co-captains and floating ushers will constantly be alert to a disturbance so that they may also provide assistance in the event of an emergency or disruptive adult.

- Each usher is responsible for identifying distractions/emergencies in his section.
- Move quickly but discreetly to the area of the disturbance in your section.
- Determine the nature of the disturbance.
  - Is it a crying baby or child?
    → If the disturbance is caused by a baby/child, approach the parent WITH A SMILE, and say “I would like to invite you to a special room that we have set up just for mothers with children. Please follow me and I’ll escort you to that room.” Take them to the “Mother’s Room” under Theatre Section C. Provide the parent with a free coupon for coffee at the Highlands’ Cafe. The “Mother’s Room” is set up with a screen and live video feed so that they can observe the rest of the service.
  - Is it an adult?
    → Quickly and calmly approach the adult WITH A SMILE, place a hand on their shoulder and elbow, and say “Please join me in the lobby.”
    → If the person continues to be disruptive, say “Please join me in the lobby right now, or we will escort you to the lobby.”
    → Your Usher Captain, floating ushers and a staff member will have joined you to assist the person out of the auditorium.
  - Is it a medical emergency?
    → Move quickly to the person in distress.
    → If possible, assist the person to the lobby and notify your Usher Captain.
    → If the person cannot be moved, notify your Usher Captain.
    → Staff members or Usher Captain are the only people authorized to call 911.
What an Usher should wear:

- Take pride in your appearance so that you present a positive and welcoming first impression.
- The attire is business casual, do not wear shorts, t-shirts or sandals.
- Name badge/lanyard

Expected Commitment:

- Serve twice a month, for approximately 3 hours each time. Arriving at 9:00 a.m. for pre-service meeting and Connect class. Meet in foyer at 10:15 and be ready to take your positions.

Spiritual Gifts of an Usher:

- Helps
- Mercy
- Discernment
- Service
- Hospitality
- Knowledge
- Exhortation (Encouragement)
- Intercession
- Administration

Requirements:

- Love for people!
- Pro-active, able to confront with a gentle but firm hand if a guest/member/child is disturbing the Service.
- Attend an Usher Training/Leadership 301
- Complete Leadership application, uphold the Leadership Commitment & Honor Code
- Participate in one-on-one meeting with Ministry Team Leader
- Church 101 Membership

Helpful Hints:

- Smile!
- Enjoy the members and guests that you are serving