

## St. Frances Cabrini Catholic Church

### Expectations for Ushers/Greeters

Come when scheduled. This is by far the most important thing. If you are unavailable for your scheduled time, call another of your fellow Ushers/Greeters and ask them to take your schedule. Remember if you do it for them, they will also do it for you. **Call to make arrangements with someone else, just as SOON AS YOU KNOW you cannot make your time.** If an emergency arises just before Mass starts, please call either the parish hall or the rectory and attempt to let someone know.

Please try to arrive at Mass at least 15 – 20 minutes early. Go to the sacristy and get your Usher/Greeter pin. The Greeter/Usher pins are in the sacristy in a box in the cupboard. Wear it proudly. **Remember to replace your pin back in the sacristy following Mass so that it will be available for others to wear.** Before Mass, put the collection baskets in place and confirm that the gift table is ready.

Be prepared. Take a moment for prayerful preparation. Look pleasant and check your attire. Remember, you may only have the one chance to make a positive impression on a visitor to our community. Make the first words out of your mouth ones of welcome. Be on the lookout for visitors, new members or parishioners that may need special attention. If you meet a newcomer, invite them to coffee and donuts following Mass if they are available

If you see someone that has been in the hospital or has had a recent death of a loved one, make them feel noticed. Teenagers particularly feel unconnected – welcome them by name if at all possible. If you notice someone in the parking lot struggling, moms with babies, people with walkers, crutches or wheel chairs, attempt to be available for them. Have a sense of humor; you are to be a host, not a policeman or policewoman.

You should notice where nurses and Dr.'s are seated during Mass. They may be needed to assist in an emergency (sickness).

Whenever possible, help people to their seats and seat them as close to the front as possible, leaving the back pews for late comers. Don't point to a seat; lead the parishioner to the seat. Teenagers love to sit in the very back; so be gentle about moving them up a few pews. Many people are creatures of habit...some will not want to move either up or over. Be POSITIVE to late-comers...we have a small vestibule but if they are real late, hold them for an opportune time in the Mass to seat them so as not to disrupt the service.

Hold the doors open for the priest, deacon, altar servers and liturgical ministers when they line up for the procession.

The Greeters/Ushers take up the collection, one Usher each should go down the aisle on the far side of the pews and two Ushers should go down the center aisle. When the four Ushers reach the front of the church, together they should bow to the altar, then turn and begin the collection. At the end of the collection, the offerings are placed in the Main Collection basket and given to the Gift Bearer to present to Father on behalf of the community. If there are not enough Gift Bearers present, a Greeter/Usher may be needed to fill in with this responsibility.

We have a second collection about 9 times a year. This collection is normally taken up following communion. The same procedure is followed as for the primary collection except the Ushers always place it at the foot of the altar.

If you recognize that a handicapped individual needs communion at the back of the church, you should place yourself at the end of Father's communion line. After you have received communion, escort Father to the back of the church and identify the individual for Father.

Many times there may be crying children at Mass. It is frequently very hard for parents to make a decision as to what to do. Getting up and leaving Mass is embarrassing and disruptive but it is not fair for one parent's need to prevent the whole congregation from worshipping well. We do not want to prevent children from participating, in fact we want to encourage them, but we need to assist in maintaining order.

Remove the gift table after the gifts have been taken up to the altar. Open the doors for the recession and pass out bulletins at the end of Mass. You may also need to offer special help to any of the individuals that you noticed may have needed special attention, remember, you are still the host. How would you treat guests at your home?

Through all of this, it is important that as much as possible, you participate in the liturgy.