

usher team

OVERVIEW

Ushers serve inside of the auditorium and work to make the worship service hospitable and safe. This team hands out bulletins, assists those who need help finding a seat, collects the offering, directs people to receive communion and attends to any other situation that may arise, including emergency situations.

How We Schedule

Usher team volunteers are scheduled once a month on one of the following rotations: Week 1, Week 2, Week 3, Week 4. In addition, each team serves one 5th Sunday in the year.

Shift time: 9:15 - 11:30

Meet in the green room at the designated start time.

Usher Roles

Greeting

Ushers in a greeter role welcome people at the doors and hand out bulletins. Per our agreement with the school, no food or beverages (except for water) are allowed in the auditorium or lobby. If someone walks in with a beverage or food, please ask him/her to finish it or leave it outside.

Directing

Ushers in a director role welcome people as they enter the auditorium and direct them to an usher who is in an area with available seats, usually down front. If someone prefers to sit in the back, you can direct them to a seat in that area.

Directors also:

- Hold people at the doors during times of prayer and during testimonies.
- Inform parents of where to park strollers, as they are not allowed in the auditorium.

Seating

Ushers in a seating role stand in areas where there are available seats. As the directors send people your way, acknowledge them with a greeting (verbal or non-verbal). If there is plenty of seating, most people will go to where they feel most comfortable. As the auditorium fills up, you can ask “May I find you a seat?”. We rope off the back rows at the start of the service so those who arrive later on will be able to easily access a seat.

Refrain from opening up the back rows until most of the seats in the front rows are occupied. (This will usually take some active seating on the usher's part to fill in the open areas before removing the ropes.)

Other things to be mindful of:

- In order to best serve people, keep track of where there are open seats, especially after the service begins. If your sections are filling up and you notice more seating in another area, inform your director to direct people to that area.
- If a person requests to sit on an aisle, attempt to seat him/her at the end of a row that is already full. This way you will not have to interrupt their time of worship to access the other seats.
- Refrain from seating people during times of prayer. If you are at an entrance, kindly ask people to wait until the prayer is finished. Sometimes we will have the directors close all doors to the auditorium until the prayer is finished.

Collecting the Offering

- Each usher is assigned a particular area from which to collect the offering. Your captain will assign you this area and also give you the cue for when you are to start collecting.
- Do not "make change" for people who give during the offering (church policy).
- As you finish taking the offering, wait for the other ushers before heading to the counting room. All ushers should leave the auditorium in unison and go to the counting room together.
- Ushers who are not counting the offering should continue to serve in their assigned post by the back doors. You may sit and worship, but do so where you can easily notice people who need assistance and attend to their needs.

Counting the Offering

- The offering is counted in the green room.
- Separate cash from checks from connect cards (3 piles).
- If cash is in an envelope with information on it, remove the cash and write exact amount of contents on envelope. Also write "cash" or "check" on the envelope. If an envelope is blank, it can be discarded.
- Sort cash by denomination (i.e., a pile of \$1s, a pile of \$5s, etc.) and put all bills face up and in the same direction.
- Count the number of bills (not value) in each pile. For example, 43 - \$1 bills, 22 - \$5 bills, 16 - \$10 bills. The first person that counts waits to disclose their number until a second person has also counted. Then write the number on the offering sheet along with the initials of BOTH people.
- Place all checks face-up and in the same direction, and write the total number of checks (again, not value) on the offering sheet.
- Mark the date on the offering sheet.
- All Ushers who participate in counting must sign the offering sheet.
- Place checks and cash in plastic bank security bag, and offering counting sheet and connect cards in the large envelope. Place plastic bank security bag in the big envelope. All ushers participating in the count must remain together until both bags are sealed.
- When finished, the usher captain returns the bag to a designated church leader.



Communion

Ushers release people to receive communion. There is one usher assigned to each of the follow sections:

- Left
- Middle
- Right

If you are assigned to usher for communion, it will be noted on the usher chart the leader will send out each time you serve. The cue to get into place at the bottom of the aisle is when the pastor holds up the cup.

Safety

In the event of a safety or medical emergency, call 911 and notify your team leader, any staff member or school personnel. If you are close to the stage, let the worship leader know of the emergency.

Fire Code Regulations

- Strollers have to be left outside of the auditorium in the lobby and baby carriers have to be placed in a seat. They cannot be placed in the aisle at the end of the row.
- Only volunteers can stand along the back wall of the auditorium. If you see people who do not have a PCC name tag standing or sitting along the back wall, please inform the manager on site for the school and he/she will talk to them. If you see a child in a dangerous situation (crawling in the aisles, climbing on railing, etc) address the situation immediately by speaking the parent or the child directly.

Families With Young Children

Our Family Room is available for families with young children.

Highlights include:

- A video feed of the service.
- Nursing area
- Changing station
- Water Station
- Accessible stroller parking

The Horizon

We want all of you who are part of the usher ministry to be encouraged and challenged by the Lord as you serve. Our hope is that we will experience a deeper communion with Christ and with one another as we show up to be his hands and feet -- to be ministers of the gospel.

"You yourselves are our letter of recommendation, written on our hearts, to be known and read by all. And you show that you are a letter from Christ delivered by us, written not with ink but with the Spirit of the living God, not on tablets of stone but on tablets of human hearts. Such is the confidence that we have through Christ toward God. Not that we are sufficient in ourselves to claim anything as coming from us, but our sufficiency is from God, who has made us sufficient to be ministers of a new covenant, not of the letter but of the Spirit. For the letter kills, but the Spirit gives life."

2 Corinthians 3:1-6 ESV