

Guidelines For Welcomers

Introduction

Welcoming is, and can be, both a pleasure and a privilege. Yours is usually the first face that people will see when they arrive at worship. The welcome that you offer brings people into the space and, if they are newcomers, will encourage them to come back again. Enjoy the experience!!

Arriving

- There are usually two people or a family rostered on for welcoming.
- Aim for 9:00 to give yourself plenty of time to complete the set up tasks (see following pages), relax and be ready.

Paperwork

Newcomers

- **BUC postcards** provide very basic information about our congregation, youth ministry and Olive Way.
- **Welcome postcards** are for people who wish to provide their contact details.
- **Pastoral Care postcards** provide a basic description of the three components of our Pastoral Care ministry.
- **Olive Bite (OB)** is a coloured sheet which you can offer to newcomers. It contains all the contact details and information about our various groups & activities.
- **Community Map** provides contact details for all our various groups and programs. This is prepared by the Community Team (Pastoral Care).

Weekly

- **Olive Leaf (OL)** contains songs & liturgy, this material is also shown on the screens. You can offer this sheet, however make sure people know that it is 'on the screen', most will choose not to take it.
- **Olive Press (OP)** contains notices.

Monthly

- **Olive Branch** comes out monthly on either the first or last Sunday of the month
- **Crosslight** is the monthly newspaper from Synod. It is available on the first Sunday of the month.

Other

- **Extra** items occasionally need to be handed out or made available. These may include:
 - FUNdraising envelopes from external agencies (eg Christmas Bowl)
 - Postcards or leaflets for our own programs including Discipleship & Education, FUNdraising, JAM, Worship, C&Y, Olive Way

Greeting

- Be happy ☺ as you welcome people to worship, if you know a person's name use it.
- If you don't know a person don't worry about 'getting it wrong' if you ask if someone is new and they aren't, just be open and keep the conversation going.
- Greeting people, some suggestions/possibilities:
 - Hi I'm <name>, welcome to worship ...
 - I haven't met you before? I'm <name>.
 - Have you travelled far to come to worship today?
- The most important thing to remember is that if you are enjoying welcoming people it will show, relax and be yourself - that's the best kind of welcome.
- We all offer our own particular way of welcoming, just do your best.

Hospitality Team

- A member of the Hospitality Team (Pastoral Care) is rostered on each Sunday.
- Their role is to identify and welcome newcomers to our congregation.
- The rostered person will make themselves known to you and will usually be 'on deck' by 9:15.
- You are encouraged to introduce people that you recognize as being new to this person and/or Ian.

During Worship

- Late comers
 - It's good if one of the welcomers stays near the entrance for about 5-10 minutes or so after worship begins.
 - Assist late-comers in moving into the worship space at an appropriate time (ie not during opening prayers). Ask them to wait until a song.
- Offering
 - Be ready to collect the offering at the appropriate time.
 - On Holy Communion Sundays the Bible reader and leader of Prayers of the People (who may also be on Welcoming) are often asked to serve Holy Communion.
 - If so be available to carry the elements forward.
 - You will need to arrange for someone else to collect the offering.
 - When the offering is announced collect the bowls from the front, move through the space (it can be a bit tricky to cover all the rows but it usually works out) and then wait at the back until both collectors are ready to walk down the aisles together. Please note that a lot of worshippers use Direct Debit and will not put anything in the plate.
 - Wait at the front as the offering is blessed and then move forward to hand the bowls to the liturgist/preacher who will place them at the foot of the cross.

After Worship

- If you are comfortable doing so follow up with any visitors or newcomers to make sure that someone is talking to them during morning tea.
- If you think someone might like a name tag or be added to our distribution lists invite them to fill out one of the welcoming postcards and pass it on to Saide after worship.