

## 2015 Greeter Guidelines

Guidelines are the “**How To**” part of being a greeter at St. John the Baptist - a very important part of the Hospitality Ministry. Duties fall into three parts: Before, During and After Mass.

### **BEFORE MASS Regular schedule:**

1. Please arrive 30 minutes before Mass. Dress appropriately (e.g. modest necklines, long pants, etc.)
2. Check in with the Mass Coordinator. Remind your substitutes to check in for you if you are unable to attend your scheduled Mass. If you notice a need for additional greeters, approach the Mass Coordinator and sign in to help.
3. Wear your nametag. Nametags can be left in the cabinet in Gathering Space hospitality prep room. They may be taken home (or left in your car so that you always have them available if needed.)
4. **Remember to say a prayer and ask God to send the Holy Spirit to be present within you as you welcome each person in the spirit of Jesus.** Be loving, caring, flexible and SMILE. Stand behind or beside the hospitality desk and begin greeting all who come into the church. “Hello”, “Welcome”, “Good Morning” or “Good Evening” “Good to see you this morning or evening” or other pleasant expressions of greeting. Shake hands with some and be sure children are greeted and noticed as well. Make eye contact with as many of the faithful as possible. Assist anyone who needs help (open doors for disabled, etc.) Help Newcomers to sign in. Leave any completed forms in the baskets at desk. Answer questions if asked, or find answers if necessary. Take phone numbers if you need to get an answer back to someone.
5. **Greeting locations:** Man the hospitality desk at the main entrance off Boulevard and the upstairs hospitality desk at the entrance off Littler. If there are enough people available to greet, others can also be posted at the north entrance off 9<sup>th</sup> Street. While manning the desks, please be sure to tidy the materials located on them and dispose of out-dated material and clutter.
6. **Preparation of refreshments before Mass**

At least one Greeter needs to prepare coffee and prep the serving area as follows:

(NOTE: If the kitchen or supply room door is locked, Mass Coordinators & Priests have keys.)

### **Saturday & Sunday Evening:**

Saturday and Sunday evenings the single unit coffee maker can be set for 1 bag or 2 bags, as the center dial will indicate. Normally 2 bags are needed to produce 24 cups for these Masses (Regular and Decaf)

### **Sunday Morning Masses:**

- Check if coffee is made. Have one fresh canister on the serving table (server) warmers and always backup in the large (Curtis brand) coffee machine.
- Coffee bags and **LARGE** filters (make sure to use the large filters), are kept in the cabinet below the coffee makers.
- The Large coffee machine will make two canisters from each side.
- Make **Regular** on the left. **Decaf** on the right. (orange spigot)
- Refer to instructions posted on wall over coffee machines or inside cabinet doors.
- Pour **regular** coffee in **black**-handled canisters & **decaf** in **orange**-handled canisters
- Place cups and coffee canisters on the first server table near the door to the kitchen. Place sugar, creamer, Sweet and Low, stirrers, small waste basket for used stirrers and sweetener bags on the second server table. Donut holes and napkins are on the third server table. Water pitchers with ice (2-3 pitchers) and plastic cups may be placed on a fourth server table rolled out from the coffee prep area for larger Masses. At smaller Masses, water and plastic cups can be placed next to the sugar and creamer dispensers on the second table. Donut holes are delivered to the kitchen or coffee prep area before Masses. **Do not put donuts out until you come up from Mass right after the Last Blessing.** Carts are available for moving coffee

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canisters to and from the Commons if needed. (We don't want anyone to get burned.) When coffee canisters are placed on serving table warmers, remember to turn on the warmers by pushing the buttons to ON—a red light will indicate the warmer is on.

### BEFORE MASS –Holy Days of Obligation.

- Check in with Mass coordinator. Coffee/donut holes are not served on Holy days during the year (Christmas, Easter Sunday, All Saints Day, Holy Thursday, Good Friday etc.) On occasion, greeters may be asked to hand out liturgy/song sheets.
- **NOTE: The week or two before special liturgy days there will be sign-up sheets posted on easels in the Gathering Space and announcements will be made calling for liturgical ministers to sign up. Please sign up and help if you are planning to attend. THANK YOU!**

### DURING MASS

1. Start of Mass... Greeters at the upper entrance may need to ask people coming late to Mass to wait for a few minutes before proceeding down the stairs. (Congregation's attention should be focused on the procession, not late arrivals.) Greeters at the main entrance, follow the procession to the glass doors. At that point Greeters need to hold people back in order to give the procession plenty of lead down the main aisle. People are not to go down until Father has passed the Greeters' pew. Use hand signals and smiling faces, and say, "I'm sorry, we need to wait just a few minutes". After the procession, close the doors and proceed to your **reserved** pew.
2. Following the Prayers of the Assembly, go immediately to the center aisle for the presentation of the gifts. Be mindful that you are bringing the gifts of all the people of St. John's to God. For the Offertory Procession, three adults/mature children pick up (1) pitcher of wine and (2) ciboria. (Young children can walk beside their parents but may not carry gifts.) Wait for the Cross-Bearer to come from the altar to lead you down the aisle. Follow him/her slowly to the foot of the altar keeping a distance of two to three steps behind. The priest or deacon will take the wine and ciboria. Once the gifts have been presented, all Greeters bow together with reverence to the Altar and return to the pew. On certain special occasions (e.g. baptism, wedding, funeral, RCIA, graduation, confirmation, first communion etc.), scheduled greeters may not be required to carry the gifts. Mass or Greeter coordinators will advise you ahead of time of any changes.

### C. AFTER MASS

1. Greeters leave their pew immediately upon receiving **the final blessing** and proceed to the Commons area. Turn on the lights, bring out the coffee canisters, turn on warmers and put out the donut holes (9:00 and 11:30 Greeters please pay attention to the Mass times indicated on the donut holes containers, as counts may vary). For the safety of young children, please **DO NOT** pre-fill cups of coffee and leave them on the serving tables. Watch for young children reaching near hot coffee.
2. If the coffee is already out, check the coffee machine in the kitchen and make sure one canister of each type is ready. Bring out water and ice in pitchers.
3. After most of the people have left the Commons, refill the coffee in the kitchen on the main coffee maker if needed. **Do not refill after the 11:30 or 5:30 Masses.** Wash off the tops of the coffee serving tables and clean up the trays for the next Mass.
4. **5:30 Mass Greeters** need to clear everything except the coffee warmers off the tops of the servers. Put everything below in the servers according to how they were set up.
5. **Greeters at 7:30 and 9:00 a.m.** should help to see that coffee is prepared for the next Masses.
6. **11:30 and 5:30 Greeters** must turn out the lights and clean out all coffee canisters as you leave.
7. Refill supplies from the storage room located in the kitchen. This includes napkins, cups, coffee bags and filters. If the supply door is locked, Mass coordinators or priests may have keys.
8. Remember to return your nametag to the storage cabinet if desired.

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### **SPECIAL OCCASIONS in the main gathering area of church.**

Occasionally there may be a special event scheduled in the Commons which conflicts with the Mass times (most common Saturday evening). Coffee and donut holes will then be served in the Main gathering area utilizing the hospitality prep room, next to the priest's sacristy room. The prep room is fully equipped and supplied, other than ice, which needs to be brought down from the ice machine located in the kitchen.

Coffee serving tables can be rolled out to the Main Gathering area as part of the after Mass preparations. The "rolling coffee" tables are located in the hospitality room.

(12/24 cup coffee makers) The single unit coffee maker can be set for 1 bag or 2 bags, as the center dial will indicate.

If uncomfortable with carrying a full coffee canister, please utilize a utility cart for your safety and others around you. (Carts can be found inside the kitchen or next to the coffee makers).

### **Administrative items:**

**Schedules** are located in slots next to the priest's sacristy, or on the St John's website. Next month's schedules are available after the 20<sup>th</sup> of each month. Schedules are also available on the St. John's Website at <http://www.stjohn-catholic.org> click on (ministry schedule at the top of the page)

**Scheduling conflicts:** Greeters are responsible for finding their own substitutes. If a scheduling conflict occurs you may wish to call other greeters who serve at your Mass time and switch weekends with them. For vacations and known absences, schedule updates need to be sent to Greeting Coordinator(s) before the 10<sup>th</sup> of the month for the following month's schedule. For example, scheduling requests for September, need to be submitted before August 10<sup>th</sup>.

If you wish to change your scheduled Mass time (e.g. from 5:30 Saturday to 9:00 a.m. Sunday) please contact the Greeting Coordinators.

If you notice that the Greeters are short-handed, please check with the Mass Coordinator to fill-in.

### **Greeter's role in parishioner Health/Safety issues:**

In the event of a medical emergency ushers will activate a 911 call for help identifying the main (southeast entrance) entrance to the church. Greeters may be asked to meet paramedics at the entrance and direct them to the victim. A first aid kit, AED and wheelchair are located in the upper level supply room next to the (upper) priest's sacristy.

Greeters may be asked to help locate known medical professionals in attendance.

Greeters are encouraged to attend CPR training which is offered by the Red Cross, American Heart Association or other organizations within the community.

**When in doubt about a medical/safety situation, err on the side of caution and call 911. Professionals will be sent to assess whether further emergency treatment is necessary.**

**Thank you for your Stewardship at St John's**

Questions? Marc and Julie Stoner, Greeter Coordinators  
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