

SUMC



USHER'S MANUAL

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I. INTRODUCTION

A. Usher means door keeper (Psalm 84:10).

B. Servant Motif – Usher's are those who SERVE

II. AN ACTIVE, AGGRESSIVE USHER PROGRAM SHOULD ACCOMPLISH THE FOLLOWING

- A. Greeting each and every person entering the Church Building
- B. Assisting people both physically to their destination and with information on Sunday morning activities and other pertinent data required such as Nursery program to Sunday School locations.
- C. Preparing for worship
- D. Maintaining order and well-being of church and worshippers
- E. Acting as host for God (friendliness, cheerfulness, courteousness)
 - 1. Host is one who serves
 - 2. Welcoming and meeting needs of worshippers
- F. Work of evangelism
- G. Work of Public Relations
 - 1. People's impressions are lasting
 - 2. Good rapport with worshippers

III. ATTITUDES OF USHERS

- A. Desire to help, serve and assist (willing and enthusiastic)
- B. Negative attitudes only hurt you and the church

IV. GENERAL JOB DESCRIPTION OF USHERS

- A. Responsibility and accountability
 - 1. Be there when assigned
 - 2. Contact the head usher of your team if unable to serve as usher
- B. Get to know worshippers by name

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- C. Get to know the facility we call "the church"
- D. Work together as a team under the direction of the head usher
- E. Dress neatly and professionally with good grooming, i.e.
 - 1. Men – Collared shirt and tie w/jacket preferable (June-August tie/jacket optional), no shorts
 - 2. Women- Dress or suit jacket and skirt, or appropriate slacks with blouse
- F. See church through the eyes of first time visitors
 - 1. Have a grasp of the flow of worship
 - 2. Know where nursery, Pastor's Pals, Children's/Adult Sunday school are located
- G. Goal -Make worship a pleasant, comfortable, no-hassle experience

V. FUNCTIONS TO ACCOMPLISH BEFORE THE WORSHIP TIME

- A. Assemble materials needed - Offering plates are located in the Narthex and other supplies needed by ushers are kept in the usher's closet located in the right rear corner of the sanctuary. Ensure the Usher Crew has nametags on (located in Worship Mailbox). Obtain a copy of the appropriate checklist (see appendix A). The key to this closet is kept in the Worship Ministry mailbox.
- B. Ensure all classroom doors are unlocked (8:15 only). All of the required classroom doors should be unlocked by the cleaning crew on Saturday evening but recheck the classroom doors to be sure they have been unlocked and are ready for use. The keys to the classrooms are located in Usher's closet on large wooden keychain.
- C. Adjust all the thermostats, if needed. Some of the Church building has been outfitted with programmable thermostats and may not need to be adjusted prior to worship. If heat or air conditioning is needed, do this as early as possible (while unlocking the doors is ideal). For heat, set the temporary override thermostats to 68. For air conditioning, use good judgment in setting the override thermostat temperature. Opening windows in the Sanctuary is preferred if air conditioning is not really needed.
- D. Prepare the sanctuary
 - 1. Check the pews to make sure there are hymnals, Bibles and Pew Pads in place.
 - 2. Make sure Pew Pads have sheets for attendance registration and pens or pencils. Throwaway any trash found.
 - 3. Check and replace candles on the altar, if necessary.
- E. Gather bulletins for distribution and prepare any other materials/inserts to be distributed (if there are any).

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- F. Check acolyte schedule (located on bulletin board by restrooms) for young person to light altar candles during the singing of Praise Choruses and to extinguish candles during the singing of the last hymn. Make sure they are ready before they are needed. If they are not available, find an alternate to fill in for them.
- G. Review the order of worship in the bulletin to prepare for the flow of the worship service. Make note of any changes or special events.
- H. Greet worshippers as they arrive to the Narthex and New Narthex. Be prepared to assist people if they look as if they have a question or are hesitant.
- I. Offer information, if appropriate, about Sunday activities (Nursery, Children's Time, Sunday school, etc.).
- J. Hand out bulletins and seat people.
- K. Check the alter candles and acolyte tapers. Assist the acolytes in their job; remember they should proceed up the aisle as the Praise Team is singing the first praise chorus.

VI. FUNCTIONS OF USHERS DURING WORSHIP TIME

- A. Seat people during praise chorus. DO NOT seat latecomers during prayer, ask them to wait. Know where the empty seats are.
- B. Always be one or two steps ahead of the order of worship to anticipate what is coming and where you will be needed.
- C. Be aware of the temperature. If windows need to be opened or closed, do this at a discrete time (during praise chorus or hymns, Fellowship of God's People, Pastor's Pals). DO NOT open or close windows during the sermon or pastoral prayer.
- D. Be alert to what is going on i.e., sick worshipper, noise from open doors, phone ringing, crying toddler, etc.
- E. Do not move around unnecessarily, this is very distracting to other worshippers and PASTOR.
- F. Need to serve as hall monitor. Children must be in the Nursery, Kid's WOW, or Worship.
- G. Any messages for the pastor should be written and delivered during a hymn, offertory, fellowship, choir anthems, etc.
- H. Head ushers will count attendance in the sanctuary, Kid's WOW, and Nursery, and record it in the gray attendance book appropriately. This is very important and must be done after the children have left the sanctuary for Kid's WOW.

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I. RECEIVING THE OFFERING -- TRADITIONALLY THIS HAS BEEN THE MAIN ROLE OF THE USHERS AND IS USUALLY CONNECTED WITH USHERING BY MOST OF THE CONGREGATION.

In our Church, receiving the offering is but one of the many tasks and responsibilities of our ushers.

1. Eight ushers (preferable) will receive the offering -- two in each of the three center aisles and one on each of the two outside aisles. A minimum of Four Ushers is required and will receive the offering with two in the center aisle and one each in the outer center aisles.
2. Ushers should be standing at the center aisle offering plate in hand before the announcement by the pastor for the offering.
3. Ushers will proceed together down the center aisle and stand in front of the altar rail for the offertory prayer.
4. Each section will receive the plates by alternate rows.
5. Always begin at the front of the sanctuary.
6. Offering should be taken with as little confusion and fuss and as quickly as possible.
7. The offerings from the individual offering plates will be consolidated into one or two offering plates *QUIETLY* in the Choir room or Narthex and handed over to the counters or finance chair for transport to the counters room.
8. Two ushers will together bring the large offering plates down the center aisle to the altar during the singing of the Doxology and place on the altar. (Except for Communion Sundays).

J. SPECIAL OFFERINGS

1. Special offering will normally occur on the first Sunday of every month, which is Communion Sunday.
2. The Communion offering is taken during the special music and should be received automatically if announced from the pulpit or not. The usher's shall walk up the respective aisles and commence receiving offering **AFTER** the singing commences.
3. As with the regular offering, special offerings should be received as quickly and quietly as possible. The offerings from the individual offering plates will be consolidated into one or two offering plates *QUIETLY* in the Choir room or Narthex and handed over to the counters or finance chair for transport to the counters room.

VII. USHER'S RESPONSIBILITIES TO CARRY OUT FOLLOWING WORSHIP

A. Welcome all visitors --**TOP PRIORITY**

B. Straighten up the sanctuary -

1. Check the pews, making sure hymnals, Bibles and Pew Pads are in the rack and all things are in order. **Remove and throw away any trash, papers etc. left behind.** On Communion Sunday, all communion cups should be removed from pews and disposed of properly.
2. Make sure all candles are extinguished.

C. Close/lock all windows in church -- (Last Sunday morning Service only).

D. Turn the heat all the way down and air conditioning *OFF* on *ALL* non-programmable thermostats. (Last Sunday morning Service only).

E. Turn off all lights (Last Sunday morning Service only).

F. Check to ensure all exterior Church doors are locked by a member of the Church Staff (Pastor / Assistant Pastor / Youth Director, etc). If not locked, ensure a Staff member is made aware and have them lock the Church prior to departure. (Last Sunday morning Service only).

VIII. JOB DESCRIPTIONS {Duties and Responsibilities}

A. Usher Coordinator

1. Member of the Worship Team.
2. Work with the Head Ushers of each service to oversee and direct the operation of ushers.
3. Work with the pastor / Assistant Pastor and Worship Team chairperson on assigning usher teams and the placement of ushers.
4. Cultivate and enlist new ushers.
5. Train new ushers concerning specific guidelines and responsibilities.

B. Head Ushers

1. Oversee and direct operations of ushers during your assigned time frame.
2. Contact Usher crewmembers as often as needed to make sure they are available for ushering during your assigned time frame.
3. Make usher substitutions when necessary.
4. Count attendance including praise team / choir, congregation, nursery, and Kid's WOW.

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5. Make sure acolyte is available to light altar candles prior to the start of the worship service and extinguish them during the last hymn.
6. Assist and teach acolytes how to light and extinguish the candles. Acolyte will proceed at the start of the worship service (during the first song by the Praise Team) and light the altar candles. During the singing of the first verse of the last hymn, the acolyte will proceed down the center aisle to extinguish the candles. Before extinguishing the candle on the altar, the acolyte will first light the taper from the candle and carry the flame from the sanctuary. Acolyte must walk slowly at all times, particularly when their taper is lit. Extra wicks are kept in the usher's closet.
7. Responsible to see that ushers do their jobs and all duties are carried out.
8. Ensure all offerings are consolidated and taken by the Finance Chair or counters to secure in the counters room.

IX. USHERING FOR COMMUNION SERVICES

- A. Praise Team members (seated in the choir loft) will receive elements by Pastoral staff.
- B. Communion served in the pews: Ushers will take the bread plates and follow the same format as receiving the offering. When finished distributing the bread, ushers will return to the altar rail with the bread trays. They will then receive the trays of cups for distribution in a like manner. When the ushers are finished serving, the trays will be brought back up to altar rail and returned to the communion attendants.
- C. Ushers shall at the end of the service remove all communion cups and dispose of them properly.

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8: 15 USHERS CHECK LIST Page 1 of 2

Ushers - Head Usher

Tasks before worship (Check box when completed).

- [] Using the keys in the usher's closet, unlock the classroom doors including Sunday School Office.
- [] Check the temperature of Sanctuary and classrooms. If heat is needed, set thermostats to 68. Use good judgment in using the A/C; opening windows is preferred.
- [] Check sanctuary for cleanliness. Make sure pews have pew pads (complete with sheets and pencils), hymnals, and Bibles.
- [] Check candles on the altar (replace if necessary).
- [] Locate bulletins and prepare any materials for distribution.
- [] Check acolyte schedule and make sure the acolyte is ready. Find alternates if one listed on the schedule is not available.
- [] Review the order of worship and prepare for any special events.
- [] Distribute Usher nametags to Usher's

Tasks during worship (Check box when completed).

- [] Receive the regular offering.
- [] After the children have left for Kid's WOW, count the attendance. Record the count in the "gray 3-ring notebook".
- [] Receive any special offering.
- [] If communion is being served, assist the congregation in receiving the elements.

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8:15 USHERS CHECK LIST Page 2 of 2

Tasks after worship (Check box when completed).

- Straighten up the sanctuary. Check sanctuary for cleanliness. Make sure pews have pew pads, (complete with sheets and pencils), hymnals, and Bibles. Remove all communion cups from pews and dispose of properly.
- Make sure all candles are extinguished.
- Gather Usher nametags and return to Worship Mailbox.

10:00 USHERS CHECK LIST Page 1 of 1

Ushers- Head Usher

Tasks before worship (Check box when completed).

- Check the temperature in the sanctuary. If heat is needed, set thermostats to 68. Use good judgment in using the A/C; opening windows is preferred.
- Check sanctuary for cleanliness. Make sure pews have pew pads (complete with sheets and pencils), hymnals, and Bibles.
- Check candles on the altar (replace if necessary).
- Locate bulletins and prepare any materials for distribution.
- Check acolyte schedule and make sure the acolyte is ready. Find alternate if one listed on the schedule is not available.
- Review the order of worship and prepare for any special events.
- Distribute Usher nametags to Usher's

Tasks during worship (Check box when completed).

- Receive the regular offering.
- Receive any special offering.
- If communion is being served, assist the congregation in receiving the elements.

Tasks after worship (Check box when completed).

- Straighten up the sanctuary. Check sanctuary for cleanliness. Make sure pews have pew pads (complete with sheets and pencils), hymnals, and Bibles. Remove all communion cups from pews and dispose of properly.
- Make sure all candles are extinguished.

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11:15 USHERS CHECK LIST Page 1 of 2

Ushers- Head Usher

Tasks before worship (Check box when completed).

- Check the temperature in the sanctuary. If heat is needed, set thermostats to 68. Use good judgment in using the A/C; opening windows is preferred.
- Check sanctuary for cleanliness. Make sure pews have pew pads (complete with sheets and pencils), hymnals, and Bibles.
- Check candles on the altar (replace if necessary).
- Locate bulletins and prepare any materials for distribution.
- Check acolyte schedule and make sure the acolyte is ready. Find alternate if one listed on the schedule is not available.
- Review the order of worship and prepare for any special events.
- Distribute Usher nametags to Usher's

Tasks during worship (Check box when completed).

- Receive the regular offering.
- After the children have left for Kid's WOW, count the attendance. Record the count in the "gray 3-ring notebook".
- Receive any special offering.
- If communion is being served, assist the congregation in receiving the elements.

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11:15 USHERS CHECK LIST Page 2 of 2

Ushers- Head Usher

Tasks after worship (Check box when completed).

- Straighten up the sanctuary. Check sanctuary for cleanliness. Make sure pews have pew pads (complete with sheets and pencils), hymnals, and Bibles. Remove all communion cups from pews and dispose of properly.
- Make sure all candles are extinguished.
- Gather Usher nametags and return to Worship Mailbox.
- Close/lock all windows in church.
- Turn the heat all the way down and air conditioning *OFF* on *ALL* non-programmable thermostats throughout the entire Church.
- Turn off all lights.
- Check to ensure all exterior Church doors are locked by a member of the Church Staff (Pastor / Assistant Pastor / Youth Director, etc). If not locked ensure a Staff member is made aware and have them lock the Church prior to departure.

SUNDAY ACTIVITIES WORSHIP SERVICES -

Worship services are currently held at 8:15, 10:00 and 11:15.

NURSERY-

Nursery is available for children during all three worship services/Sunday School. During the 8:15 service and 10:00 service/Sunday School, the nursery is for infants through 36 months old. Infants through Pre-K aged children are in the nursery during the 11:15 service. Children are checked in at the door of the nursery.

Little Kid's WOW-

Little Kid's WOW is available during the 8:15 worship service only and is offered for kid's age 2-4. Kids are checked in at the door of classrooms 9/11.

Kid's WOW-

During the 8:15 and 11:15 worship services Kid's WOW is offered for kid's age K-6th Grade. The Kid's are invited to go back to Fellowship Hall during the service to go to Kid's WOW where they check in with their small group leaders. Children start in the Sanctuary with their parents during the 8:15 or 11:15 morning worship service and leave immediately after Pastor's Pals or when directed by the Pastor to attend Kid's WOW.

SUNDAY SCHOOL -

Sunday School classes are held during the 10:00 worship service (10:00 - 11:00). There is a class available for every age group. Children's classes, other than the two-year-old class, use Sept. 30th as the date for determining age.