

SHIFT TIMES -- 9:45 to 10:30am -- for our current single 10:20am service

SETUP

- 1) **Greeting Table** -- Our Sextant should have the foyer doors open and a table in place for us in the foyer, beneath the chalice painting. We normally use the small wooden table with a brown cloth, chalice & literature rack on it, but sometimes a folding table is there instead. If you arrive and the doors are still closed, stand at the entrance to greet newcomers and direct them, until staff arrives.
- 2) **Greeters Table Box** -- If you are the first to arrive, fetch the Greeters Table Box with our supplies from underneath the volunteer desk outside the church office on the 3rd floor.
- 3) **Table Setup** -- If no cloth is on the table, use the one from our box. Then lay out our supplies:

Basic Items

- Woven tablecloth (if table has none)
- Laminated welcome sign (stand up at back)
- Carton of peel & stick name tags
- Tray of pens & markers

Handouts

- Welcome to First Unitarian pamphlets
- Blank Visitor Connect forms
- Making Connections brochures
- Adult Faith Development pamphlets
- Children & Family Ministries pamphlets
- Young Adults "business cards"

The literature rack has UUA handouts. With the smaller table, we have no room for other church handouts or event flyers. Refer people to the Welcome Table in Wendte Hall for those items.

Additional Items

-- stack in back corner, if space is tight

- Name Tag Request binder
- Laminated church map --for directions
- File box of new printed name tags
- Box of empty plastic name tag holders

Check the Request binder for some blank log pages. Used for replacement tags only.

Other Items for Greeter use

-- leave in box until needed

- Greeter's binder
- Bag of paper clips & rubber bands
- with Greeter Guidelines & other information*
- to secure handouts while stored*

- 4) **Name Tag Boards** -- Make sure both sides of the name tag boards are accessible. Set up the easel with children's name tags next to the Greeting Table. Be sure to wear your **own** name tag!
- 5) **Orientation** -- Check the RE whiteboard, or ask the RE person what is planned today for the kids, especially whether service begins with the children in the sanctuary. Get a copy of today's service handout from an usher, and review it to know what is happening in the service & afterwards, and what is coming up in our church community. Keep it with you for reference while greeting.

WHEN A GUEST ARRIVES

Greet them and make them feel welcome. Asking someone if this is their first visit is problematic, because if you assume someone is brand new and they're not, they don't feel 'seen.' The brand-new people will almost always tell you right away if they have not been to First Unitarian before. If you're not sure, you might start with: "I don't recall if we've met before..."

If this is a first visit

- Encourage visitors to make a name tag. Some do NOT want a name tag at first; **this is fine**; they need to go at their own pace. Be sensitive to non-verbal cues: what is to one person a warm greeting is to another intrusive and overwhelming; tread lightly! (Visitors get a printed tag when they fill out a Visitor Connect card -- the Tag Request log is only for replacing printed tags.)
- Offer visitors our various handouts of information about the church, based on what they are interested in. This is an opportunity to ask them what brought them here today.
- Encourage them to fill out a Visitor Connect card, **if they are willing to let us know about themselves, want to get our weekly newsletter, have questions, or want to hear back from us about a program or ministry**. They do not have to fill one out right away. They may put it in the offering basket during service, return it to the Greeters Table, or leave it at the Welcome Table in

Wendte Hall during the Hospitality Hour. If they do fill one out, review it with them to make sure their name & contact information are **legible, complete enough** for us to reach them, and they have **checked the boxes** for what interests them.

- Invite them to attend a **10 Minute Orientation** to the church in the sanctuary after service, then enjoy **Hospitality Hour** in Wendte Hall. Encourage them to visit the Welcome Table in Wendte Hall for more information about our church, programs, events, and Unitarian Universalism.
- If they fill out the Visitor card right away (doesn't happen often), put completed cards inside the Greeters Table box which will be taken upstairs after the service.
- If there is time before the service, *and* the person or family seems interested in hanging out & talking, *and* we have enough people at the table so that someone else can attend to new folks coming in, please feel free to **engage the newcomers in conversation**. A good opener is 'How did you hear about us?' and gives us lots of useful information. Sometimes a newcomer will have a very clear idea of how they'd like to engage with our community. Try to connect them with someone who is involved in their area of interest -- by tapping a member in the foyer, or flagging a name in a handout.
- Tell them **how to enter the sanctuary**, and that an usher will help find a seat. Indicate the way to **restrooms, Wendte Hall** for Hospitality Hour, and if needed, **nursery & RE program rooms**.

If they have children

- Introduce them to the RE person standing with you, who will explain options. Tell them whether this service begins with the children in the sanctuary (if you know!), or check the RE whiteboard.
- Assure them their children are always welcome in the service, and they are welcome to accompany their kids to the RE programs or the nursery as needed.
- If the children are younger than 5, tell them about childcare and introduce them to Dorothy Paul in the nursery if they are interested.
- Let children make a name tag too (it's a sticker!). Kids get a printed tag when they sign up for RE.

If this is a returning guest

- Try to remember people's names. This is a **huge** boost to the degree of 'welcome'.
- If they previously filled out a Visitor card, look for their newly printed tag in the file box. Otherwise, offer another temporary tag, and suggest they fill out a Visitor card. (Only have them complete an entry in the Tag Request binder if they need a replacement for their printed tag.)
- If there is time, and the guest seems inclined, ask if they have questions about the church. This helps them feel part of the community, and gives you an opportunity to engage them on how their early experience with First Unitarian is going (and help them if they are feeling less than welcome).

Please greet NON-newcomers, too. Everyone likes to feel welcome!

CLOSING DOWN THE TABLE

- You can do this when you go in to the service (we generally wait 10 minutes after the service has begun to be able to greet latecomers) or you may choose to close down after the service.
- Pack everything away (including any completed Visitor Connect cards) in the Greeter Table box.
- Return the Greeter Table box to its place underneath the volunteer desk outside the church office on the 3rd floor. Take it up right away or after the service.

AFTER THE SERVICE

Check in with any newcomers and returning guests you remember. Ask if there is anything they would like to know or talk about. Walk to the coffee or book table with them. Introduce them to others you think might have common interests. Bring them to the Welcome Table if they want more information or to talk about membership. **Help them navigate the Wendte Hall experience.**

Thank you!!! You are performing an important ministry!