

ROLE OF WELCOMER (10.30 celebration)

AIM:

To provide a warm welcome, and information as needed, to **everyone** arriving at St Michael's Church and to help them find a place to belong

RESPONSIBLE TO:

Welcome Team leader (Katja Denning)

Before the celebration

- Arrive at 10am to pray, and find out any info relevant to that day
- Wear a "hosting team" lanyard
- Work out which team member is standing where:
 - Foyer for initial welcome and pointing in the right direction (which are many and various!)
 - Door of auditorium (downstairs) to help people find a seat / introduce to others
 - Balcony entrance, on the mezzanine floor
- Introduce people to others to sit with, or chat to. This enables them to get more linked in, and us to be free to welcome others
- Encourage loiterers into the auditorium when the celebration is about to start
- Look out for newcomers or those on their own in particular – although do remember our welcome is for everyone.
- Make a note of those who may need particular help if an evacuation is necessary e.g. those with buggies, older people, those in wheelchairs etc

During the celebration

- Stay in place for the first 10 mins or so of the celebration so that you can welcome latecomers
- When we go to our different bits of church, be around to point people in the right direction, catch escaping children, and generally be a friendly and reassuring presence in the foyer, or by the doors
- Sit near the doors so that you can help people leaving or arriving during the worship
- When it is Communion (when we're all in our different bits of church), invite people to go forward to receive the bread and wine. Downstairs – start at the front in the middle and work backwards. Upstairs – start at the front and work back.
- If the fire alarm goes off, the service leader, church wardens and team leaders will direct people outside and on to The Green. Please look out for those who may have difficulty moving and lend a hand where needed, and reassure parents that their children will meet them on The Green

After the celebration

- At least one of the team should stand near the glass doors to say goodbye to people, catch anyone we've missed, and to carry on any unfinished conversations
- Encourage any new people to stay for coffee; either take them yourself or introduce them to someone else
- Make sure new people have a welcome pack. Encourage them to fill in the contact form, or to sign up on line (via the website) when they get home
- Help with any tidying, or furniture moving that you can
- When you're done, take off your lanyard and leave it on the reception desk

Sunday and beyond...

- Even if you're not on duty, say hello to the people you met next time you see them
- Try to remember people's names – it makes a huge difference! Write them down, or note them on your phone if that helps
- New people's details will be on the system, and they will be encouraged to join a life group and be invited to the next welcome lunch (or tea)

Practical information welcomers need to know and may need to impart...

- Children up to school year 6 (the end of primary school, age 11) need to sign in at the desk
- Where to find a notice sheet
- We're all together for 20 mins then we all go to our different bits of church
- Whether there is a Baptism prep session, a Baptism, or banns of marriage to be read
- Where the toilets are and where the fire escapes are
- The fire escape on the balcony is only used as a fire escape – not to be used in general
- Where to find welcome packs for new people
- We don't take an offering, so if someone asks where to put money, thank them, and point them towards the box to the left of the auditorium doors as you are on your way out