

ROLE OF WELCOMER (6.30 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 (Georgia White)

Before the celebration

- Arrive at 5.50pm to pray, and find out any info relevant to that day
- Wear a "hosting team" lanyard
- Work out which team member will be where – 2 in the foyer and 1 by the auditorium doors
- 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
- Refreshments to be set up so that people can help themselves – we can still get drinks for people but it frees us up to be more pro-active in our welcome
- 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
- Sit near the doors so that you can help people leaving or arriving during the worship
- When it is Communion, invite people to go forward to receive the bread and wine. Start at the front in the middle and work backwards.
- If the fire alarm goes off, the service leader, church wardens will direct people outside (welcome team leaders will help) and on to The Green. Please look out for those who may have difficulty moving and lend a hand where needed

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
- 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 that might be needed
- 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...

- Where to find a notice sheet
- The songs and everything else needed will be on screens
- At this service there is often a long period of worship – feel free to sit or stand as you like
- Whether there are banns of marriage to be read
- Where the toilets are and where the fire escapes are
- We're not using the balcony at the moment... but people are welcome to have a look
- 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