

ALL SAINTS CHURCH

Greeters Ministry Guide

October 10, 2019



All Saints Church | 132 N. Euclid Avenue | Pasadena CA 91106 | 626.796.1172 | allsaints-pas.org

Welcome to Greeting!

Welcome to the Greeters Ministry! We are so grateful that you have volunteered to be the face of radical welcome and hospitality to people who come to All Saints for worship and events. It makes sense that we welcome you, too, and our hope is that this guide gives you the basic information you need to volunteer with confidence and joy.

Please know how grateful we are for your willingness to be a part of this ministry. Your experience in this ministry is invaluable; we add new greeters by the week, and we value your suggestions for ways to improve the ministry and this guide.

The Welcome Ministry

The Greeters Ministry is part of the Welcome Ministry. The Greeters Ministry includes the Welcome Café, the Welcome Center and the roaming “lawn” greeters before and after the Sunday morning services at 9:00 a.m. and 11:15 a.m. We also typically have a Welcome Table at special events and evening services (such as Jazz Vespers).

Our Goal: Christ-like Hospitality

We want to keep in mind our goal of offering a warm welcome to people who come to All Saints: we wish to draw them into closer communion with God and to the community of All Saints. One way we can do this is by offering inclusive, warm and non-judgmental welcome to all people. This is what we mean when we say that All Saints offers a “radical welcome” to all.

- We’re not a social club or a political action committee, but rather part of a social and cosmic revolution to transform ourselves and the world. We’re not trying to get people to do our work, but rather hoping that people find transformation through their experiences and works at All Saints.
- Like Jesus, we want to steer our attention toward the less noticed and to those who might feel marginalized, either here at All Saints or in the broader world.
- Our hope is to engage and empower people to find paths that may lead to their continued spiritual growth.
- Please remember in all your greeting encounters that you are an ambassador for All Saints Church with, of course, a sensitivity and openness to all faiths and cultures. We

hope to be examples of the radical hospitality and inclusiveness that are so central to the ministry of Christ.

Ministry Organization and Leadership

The Greeters Ministry is managed by two or three co-leaders with the support of church staff. When you decide to join the ministry, the co-leaders will help you find a Greeting Team. You will be able to contact everyone in the Greeters Ministry through My All Saints, the church's online community portal.

If you know in advance that you can't make your greeting commitment, we ask you to be responsible for finding a substitute. Please contact one of your fellow greeters on the Greeters Roster. When you have confirmed a substitute, please call or text your Team Leader with the information.

In case you can't find a substitute, or if you are suddenly ill or unable to serve for any reason, please call or text your Team Leader.

If you're experiencing some other difficulty or concern unrelated to scheduling, please feel free to contact one of the co-leaders, or a Staff Contact.

Greeters Ministry co-leaders:

Cindy Bishop: Cbish374@gmail.com or (818) 269-9726
Peter Hult: phulit@me.com or (323) 459-1981
Dan McCarrel: djmccarrel@gmail.com or (626) 755-4060

Staff Contacts

Christine Cox, Administrative Assistant: ccox@allsaints-pas.org or (626) 583-2765
Nancy Naecker, Director of Congregational Development: nnaecker@allsaints-pas.org or (626) 583-2766

Greeting Assignments

We have several different types of greeting opportunities, and in general, you are welcome to serve wherever you would like. It is not necessary to be an "expert" on All Saints to be an effective Greeter. Newcomers often have questions about the church history, culture, ministries, etc.; that information is available in literature form, on our website or from others at the church. **What is most important is that you greet the person warmly and offer to help them.**

Welcome Teams

We currently organize ourselves into teams of five to eight greeters. Each team is assigned to a particular Sunday of the month (first, second, etc.) and is assigned the “A” or “B” time slot (see below). Each team has a Team Leader, who serves as the designated contact for the team, sends reminders and organizes the individual member assignments. You may contact all members of your team and your Team Leader through My All Saints, where your team will appear as one of your “Groups.” If you need training on My All Saints click [here](#) for a video tutorial.

Welcome Center

The Welcome Center consists of the table under the red awning, located near the northwest door of All Saints Church. The table has red welcome bags in English and Spanish as well as handouts from select groups or ministries. These additional materials are approved and provided by the staff in advance; we do not accept “walk-up” materials for the Welcome Table. Typically, two team members will staff the Welcome Center, one or two behind the table and the other in front or in the vicinity.

Wear your name button and your Greeter Name Badge when you greet!

There are three shifts available:

“A” - 8:30 a.m. to 10:45 a.m.

This team sets up the Welcome Table and greets people until the 9 a.m. service begins. You are free to attend the 9 a.m. service until after Communion, at which time you would return to the Welcome Table to continue greeting people after the service

“B” - 10:30 a.m. to 12:45 p.m.

This team maintains the Welcome Table and greets people until the 11:15 a.m. service begins. You are free to attend the 11:15 a.m. service until after Communion, at which time you would return to the Welcome Table and continue greeting people. At 12:45 p.m. you put the materials on the Welcome Table back into the storage boxes.

12:45 p.m. to 2:30 p.m. (typically Spanish-speaking greeters for the 1 p.m. service)

You set up the Spanish Welcome bags at the agreed upon location and act as greeter and usher for people arriving for the 1 p.m. bilingual or Spanish service. You are free to attend the 1 p.m. service. After the service, you act as a greeter for people who stay for coffee and fellowship.

Greeting Beyond the Welcome Center

All members of the Greeter Team will not be assigned to the Welcome Table. Those Greeters not stationed at the Welcome Table will be assigned to another location by their Team Leader. Sometimes referred to as being a “lawn greeter,” you may be asked to position yourself near Regas House, the parking lot, or near the south tower door of the church. For this assignment, you mingle in our outdoor “living room,” looking especially for those who seem new, lost, alone or not engaged with others. Your Team Leader coordinates the details of this assignment. Generally, your preferred area or assignment can be accommodated, but sometimes you may be asked to work a different location due to the size of the team or needs of the situation.

Special Event Greeters

We typically have a team of at least two greeters present for larger events that we sponsor at All Saints (such as Vroman’s author nights), our Jazz Vespers services, and choir concerts. At special liturgies, such as Christmas Eve and Holy Week, we will need larger teams. For special events and liturgies, the welcome setup is flexible, and the facilitators will advise you of opportunities in advance. *Look for an email from your Greeters Ministry co-leaders for service opportunities at these events.*

Setting Up and Putting Away Welcome Table Stuff

If you work the “A” or first shift at 8:30 a.m., you will find a large plastic box with English and Spanish Welcome bags in it. Put out enough English bags for a splashy display as well as two or three Spanish bags, which are distinguished by Spanish text on the outside label. See the checklist for “A” shift in the Welcome box.

If you are working the “B” or second shift that ends at 12:45 p.m., either wait for the Spanish service greeter who will get a supply of bags from you, or, you can take three Spanish bags and one English bag to the church entrance. Then put the remaining bags and any flyers and other materials back in the appropriate boxes. Fold the table cloth and return it to the box. Custodial service staff will return the boxes to their storage places. See the “B” shift checklist for full details.

If you are staffing the 1 p.m. Spanish service, put out three Spanish bags and one English bag at the agreed upon location—such as the entrance. You can get these from the plastic box at the main Welcome Table.

You may notice red tubs under the Welcome Table. These are for emergency use. We do not touch them. In case of an emergency we get out of the way and wait for instructions from a trained staff member.

Greeting Churchgoers at the Welcome Table

We ask that you *stand in front of or to the side of* the main Welcome Table (as you are able). Smile warmly and say “Good Morning!” or “Welcome! I’m Peter” as anyone approaches – and “anyone” means **everyone**, not just those who might be newcomers! If you don’t have many people walking right by the table, feel free to wander a few feet away and to engage people—both newcomers and those you know. Please do not linger in conversation with your friends.

If someone asks you where something is (such as childcare or restrooms), point them to the correct location. If there is adequate coverage for the Welcome Table, then offer to escort them. If they seem hesitant, show them Scott Hall on a map or offer to escort them. This is especially true for parents with young children, as it is difficult to see Scott Hall from the other end of the lawn.

Helping Parents with Children

It is typical for parents to rush up with one or more children at the last moment, asking where childcare is or what they should do with their children. It is important to be sensitive to people’s concerns about where their children should be during worship, especially since people coming from various traditions have very different expectations. For example, many Roman Catholics are used to having children with them in the main worship service and might be upset at the suggestion that they put their children in child care. It’s best to explain the options below and let the parents choose; they know their children.

- “You are welcome to take your children into the service with you or we also offer childcare providers during the service. We have childcare for infants through 5-year-olds in Scott Hall.”
- “For older children, we have Children’s Chapel during the service. Your children start the service with you, and then we invite children in kindergarten through 5th grade to go to the Learning Center for Children’s Chapel. They return to you for Communion. Of course, you may join your child in the Children’s Chapel if that makes you or your child more comfortable.”
- If someone expresses concern that their baby or toddler is fussy and might cry, let them know that **we welcome their child in the service no matter what**. We have a rug play area available in the Chapel for small children – a space dedicated to allowing little ones to move around during the service. “However, if it makes you uncomfortable when your child cries in church, you can listen to the church service on speakers in the

Small Lounge in Regas House.” Point to the Small Lounge or take the parent and child there.

Be sure you know where the various childcare programs are located in Scott Hall so that you can walk parents and their children confidently to the right door if necessary. The doors are labeled by age range.

Helping People with Mobility and Accessibility Issues

Newcomers with wheelchairs, walkers, canes, or a pronounced limp will appreciate your pointing out the accessible ramps and restrooms around the church campus. If you are working near the Welcome Center or in the front lawn area, be aware of arrivals who may need assistance getting up the high curb in front of the church. Always ask if they would like assistance before you touch the person. The most accessible restroom for people in wheelchairs is in the OCC trailer. This restroom is gender-neutral and appropriate for families. A ramp into church is located at the door leading into the baptistery. There’s a ramp and an elevator to get to the Forum.

People with mobility issues – or anyone sitting in the lawn area – may also appreciate your offer to get coffee, water, tea, or food for them. Be a Food Angel!

Greeting People on the Lawn

If you have volunteered for this ministry, you have a heart for people who are new or people would like to feel engaged but may be having difficulty – for many of reasons. Some may be newcomers, some may seem to fade in and out of All Saints, trying to establish community.

Try to avoid “clumping” with other greeters near the northwest door since there are already greeters and ushers at that door. Consider positioning yourself in the walkway between Scott Hall and the lawn before the service, for example. Keep an eye out for where greeters aren’t and talk to your Team Leader about filling that space.

Look for the following:

- **People who are alone, whether they are new or not.** Some regular churchgoers say that they feel invisible, that nobody talks to them. There is no need to worry about whether they are new to you or not. Simply say “Hi, my name is ____, and I don’t think we’ve met. What’s your name?” Your instinct will tell you whether they wish to continue the conversation or not.

- **Couples who are scanning the lawn, not engaged in any conversation.** They may be newcomers who are trying to figure out how to meet others.
- **The people sitting on the benches and chairs and in wheelchairs on the north side of the church.** One greeter related the following story: “It came to my attention one Sunday that I was not greeting people in wheelchairs because I was standing out in the middle of the lawn – which is not accessible to them.” Therefore, look to the periphery for those who can’t get to you, and go to them.
- **People who are not like you.** It’s a natural tendency to approach people who are like us in age, race, class, gender, gender expression, and so on. True hospitality reaches beyond our own selves and people like us and urges us to greet those who are not like us. Ask yourself which people you tend not to talk to at gatherings, and then stretch yourself to greet those people. Do you usually ignore children or teenagers? Are you shy about speaking to someone of another race or ethnicity than your own? Do you avoid much older or much younger people? People who look very poor or very wealthy? Simply say “Hello” and introduce yourself and ask their name. Be assured they will appreciate you simply saying hello and listening to them. Try to avoid prolonged conversations with those you know well including the other greeters on your team.
- **People who seem troubled.** Use your best judgment here. For example, you might approach someone who looks sad or might be crying, greet them gently, and ask if they are all right, etc. If you ask people if they would like you to sit with them, people usually will state very clearly whether they wish to be left alone or whether they would appreciate you staying with them. Either way, they will remember that someone reached out during a bad moment. If someone seems troubled by mental illness or an emotional disorder and you feel out of your depth, it’s fine to excuse yourself politely and to seek the help of staff if necessary. There are trained lay counselors available in the Chapel after the 9:00 and 11:15 services.
- **Our homeless guests.** We offer the same hospitality to our homeless guests, who are welcome to our food and beverages, our restrooms, our worship services and events during our public hours. If someone crosses a boundary (by speaking or behaving in inappropriate ways, for example), inform a staff member.

Welcome Café

The Welcome Café is a once a month informal opportunity to get to better know All Saints Church. Join other newcomers and meet staff, ask more questions, and learn how to get connected at All Saints Church. We hope that the Welcome Café experience will support the newcomer's transition to community member and engaged parishioner.

Listen

The cardinal rule of pastoral care is to spend more time listening than speaking. If you are concerned that you may not know what to say to people you don't know, no worries: simply listen to what they say to you. People often reveal a good deal in a brief encounter, such as "I really loved that service!" or "The music was great!" or "I used to be Catholic" or "Is this a gay-friendly church?" or "Do you have programs for seniors?" You can ask them to tell you more about whatever they bring up. "Oh, are you a real music lover?" "Is this your first time at an Episcopal Church?"

Of course, it's perfectly appropriate to share your experiences at All Saints and to introduce them to others. It's just that they may feel welcomed more quickly if they share something about themselves with you.

It's also fine to connect them to someone who can answer a question you cannot. If someone asks, "What Is the Episcopal Church?", give them a red Welcome bag. We have a flyer that explains the Episcopal Church in detail—in English and Spanish.

Help Them Get Connected

If it seems appropriate, try to introduce the person you have greeted to another person. You might take them to the Connection Center or the Action Table, or introduce them to a friendly person you know who happens to be walking by. If they are newcomers, urge them to take a red bag and – most importantly – to **fill out the green Welcome Card**. The Welcome Card will allow the church to contact them with information about ministries that might interest them and with pertinent information about upcoming services and events, through This Week at All Saints and Saints Alive.

Know Locations and Facts

So that you can be an effective concierge and guide to All Saints, it's important to know the names of rooms, the locations of various programs, and the locations of bathrooms, including accessible bathrooms. If you don't know the names and locations of various rooms, your Team Leader or one of the co-leaders will be happy to give you a tour of the church so you can learn their official names (such as the Small Lounge, Sweetland Hall, the Jr. High Room, etc.) There are restrooms on every level of Regas House and in the OCC trailer. The accessible restroom for people in wheelchairs is in the OCC trailer.

It's helpful to have a copy of *This Week at All Saints* (known as "TWAAS") with you; you can take it off the back of the liturgy bulletin. That way, if someone asks you, "Where is Parent Culture?" you can confidently tell them. The locations of events are also on the daily event calendar that is tacked to the signboard near the entrance to Regas House and in the cloister area.

Scheduling Shifts

Our staffing is accomplished by established teams that serve on a fixed monthly schedule. Team Leaders will send an email or text reminder during the week before your scheduled shift. On occasion we will use the web-tool "Doodle" to staff extra services during Holy Week, or at Christmas Eve. You will receive an email regarding these services with instructions for using the Doodle.

We sincerely hope you will have fun as an All Saints greeter. Greeting means welcoming the stranger, meeting new people and making them feel at home at All Saints as you would in your own home, in our spiritual home. One greeter described their "first encounter" like this: "It's been a few years since I first walked up to All Saints but I still remember who said good morning and offered me welcome. The greeter team was my touchstone on my return visits. I felt welcomed and seen and a part of ASC in those early days deciding if All Saints would be my spiritual home."

References and Resources

All Saints Church Mission Statement

We are an Episcopal Church, walking with a revolutionary Jesus,
Loving without judgment
Doing justice courageously
Embracing life joyfully
Reverently inviting all faiths and peoples into relationships
For the healing and transformation of ourselves, our community, and the world.

All Saints Church Core Values

Radical Inclusion | Courageous Justice | Joyful Spirituality | Ethical Stewardship

Pertinent Links

Campus Map [click here](#)

My All Saints login tutorial video [click here](#)

Resources for those experiencing homelessness or in crisis – [click here](#)

Team Checklists

Greeter Team "A" 8:30 a.m. – 10:45 a.m.

1. **Arrive by 8:30 am**
 - a. Assign greeters to positions at the Welcome Table, lawn (front/back) south tower, etc.
 - b. All team members assist with table setup, as arrivals allow
 - c. Review This Week at All Saints for events and activities
 - a. Please don't clump together behind the table
 - b. Greet everyone – new and familiar
 - c. Avoid long conversations with each other and friends
 - d. Keep an eye on arrivals/departures at the curb and other "mobility challenged" folks
 2. **Welcome Table Setup**
 - a. Table cloth
 - b. Red Bags – English and Spanish
 - c. 4-6 bags to start; replenish as needed
 - d. Table flyers – items in red folder (from gray tub)
 - e. DO NOT accept flyers or other materials from anyone; Welcome Table only has authorized materials; request staff for inclusion next week
 3. **Name Buttons**
 - a. Hang all of the name buttons from the cross beams of the Welcome tent
 - b. New name buttons are in an envelope
 - c. Place new name buttons on table IF there are not too many and there is room on the table
 - d. Add new name buttons to the ribbons in alphabetical order
 - e. Cross off names from list when button is taken
 4. **Name Button Requests**
 - a. Ask person to complete the form
 - b. Remind person to print clearly
 - c. Allow two weeks but check back next week
 - d. Phone or email will help us remind them when it is ready – not mandatory
 5. **Greeting Etiquette**
 6. **Go to Church**
 - a. Important to staff the table until about 9:10 to greet/assist latecomers
 - b. At least one greeter should stay until 9:10
 7. **Prepare for end of Service**
 - a. Return to greeter stations after communion; use restroom first if necessary
 - b. Be in-place and prepared for exit at end of service
 8. **Offer Red Bags & Welcome Coffee**
 - a. Offer Red Bag to all "Newcomers"
 - b. Offer the Welcome Café if person would like to learn more about the church – check schedule – it starts at 10:15!
 - c. Direct the person to the location or offer to walk them there
 - d. Engage in a "welcome conversation" offer coffee and hospitality
 - e. Newcomer cards go in mailbox slot in church office
 9. **Check-in with Team B**
 - a. Try to overlap with some of the greeters for Team B, so the table is not unattended
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Greeter Team “B”
10:30 a.m. – 12:45 p.m.

- 1. Arrive by 10:30 am**
 - a. Check in with Team A
 - b. Try to arrive so there is overlap with Team A so table is never unattended
 - c. Assign greeters to positions at the Welcome Table, lawn (front/back) south tower, etc.
 - d. Review This Week at All Saints for events and activities
 - 2. Welcome Table Check**
 - a. Replenish Red Bags English and Spanish
 - b. Table flyers
 - c. DO NOT accept flyers or other materials from anyone; Welcome Table only has authorized materials; request staff for inclusion next week
 - 3. Name Buttons**
 - a. If buttons are not hanging, hang all of the name buttons from Welcome tent
 - b. New name buttons are in an envelope
 - c. If new name buttons are on table, add them to ribbon at end of shift
 - d. Add new name buttons to the ribbons in alphabetical order
 - 4. Name Button Requests**
 - a. Ask person to complete the form
 - b. Remind person to print clearly
 - c. Allow two weeks but check back next week
 - d. Phone or email will help us remind them when it is ready – it is not mandatory
 - 5. Greeting Etiquette**
 - a. Please don't clump together behind the table
 - b. Greet everyone – new and familiar
 - c. Avoid long conversations with each other and friends
 - d. Keep an eye on arrivals/departures at the curb and other “mobility challenged” folks
 - 6. Go to Church**
 - a. Important to staff the table until about 11:25 to greet/assist latecomers
 - b. At least one greeter should stay until 11:25
 - 7. Prepare for end of Service**
 - a. Return to greeter stations after communion; use restroom first if necessary
 - b. Be in-place and prepared for exit at end of service
 - 8. Offer Red Bags and Welcome Coffee**
 - a. Offer Red Bag to all “Newcomers”
 - b. Engage in a “welcome conversation” if they have time; offer coffee and hospitality on the lawn.
 - c. Ask them to complete a Newcomer card. Cards go in mailbox slot in church office
 - d. Tell them about Welcome Café – typically second Sunday at 10:15
 - 9. Pack up the Welcome Table**
 - a. Red Bags for 1:00 service: put 3-4 Red Bags (Spanish and 1 English) in church on table near entrance
 - b. Name buttons go in name button tub
 - c. Attach new name buttons to ribbons
 - d. Name button request envelope goes in Name Button Box
 - e. Newcomer cards go in mailbox slot in church office
 - f. Collapse/fold Red Bags and return to gray box
 - g. Put all table flyers back in red folder and return to gray box
 - h. All other table items – except name buttons and requests – go in gray box
 - i. Fold tablecloth and put it in gray box
-