**Volunteer Position:** Usher(s)

**Supervisor Title:** Eleonora Prikhodko

**Date Prepared/Revised:** September 2019

**USHER(S) RESPONSIBILITIES**

* Seating guests;
1. As guest(s) come in ask “Good morning, can I help you find a spot(s)?”
2. If you do not know where there is a spot available, please let the guest(s) know to wait till you find a spot; “Please wait here and I will go find a spot for you.”
3. As soon as you find a spot, guide the guest(s) to it; “I have a spot(s), please follow me.”
* Two usher positions;
1. Please stand in the auditorium closer to the hallway by the coffee stand to greet/seat guest(s) when coming in through the curtains;
* Please guide ALL parents with children to the “Family Section.” If unavailable, please seat towards the back. Please advise parents the following; “There is a nursery available at any time with a live feed for your convenience.” If the parent doesn’t know where the nursery is located, please guide.
* Monitor the curtains to be closed slightly throughout worship
1. Please stand by the entrance in the auditorium and greet/seat guest(s) when coming in through the curtains
* Please guide ALL parents with children to the “Family Section.” If unavailable, please seat towards the back. Please advise parents the following; “There is a nursery available at any time with a live feed for your convenience.” If the parent doesn’t know where the nursery is located, please guide.
* Monitor the curtains to be closed throughout worship
* During offering, please be ready at that same area to pass out the offering buckets.

**EXPECTATIONS**

* ***REVIEW THE GUEST SERVICES TEAM HANDBOOK***
* Arrive at least 1 hour before the service starts
* SMILE! Come to church well-rested ready to greet others.
* Shaking hands with every person is not necessary; however, always offer a bulletin with a sincere smile and a verbal greeting.
* Be prepared to answer basic questions about the Image Church and Ministries
* If you are unable to serve your scheduled service, contact the Ministry Coordinator with the name of your replacement (your replacement must be another Guest Services Team Member).