

# ANCHOR BAPTIST CHURCH USHER HANDBOOK

## Mission Statement:

Anchor Baptist Church seeks to have every visitor and every member greeted and served with genuine Christian care during his or her time at church. The ushers are responsible to warmly welcome everyone, and provide for their safety and comfort in order to allow everyone to focus on the effective ministering of God's word in prayer, music and preaching.

## Purpose:

It should be each usher's goal to:

- Be ready for each service with a servant's heart.
- Welcome everyone warmly and sincerely.
- Direct attendees to their destination promptly.
- Help all attendees feel free to focus on the preaching and teaching of God's Word.
- Minister to the needs of others.
- Eliminate distractions for attendees, teachers, musicians and preachers.
- Ensure that each service is conducted decently and in order.
- Be ready with an answer for every question.

## General:

We should demonstrate respect and care for others in how we look and the way we act. (John 13:35, *By this shall all men know that ye are my disciples, if ye have love one to another.*) Sport coats or suits with neckties are appropriate attire. Sometimes its good to remember to keep a breath mint handy, also.

Ushers should be available and prepared to greet everyone entering the building, and provide whatever information necessary to help every member and guest enjoy an edifying experience while at church, whether it be on a Sunday morning, an evening service, or a special event. Special care should be taken to direct guests needing assistance – or better, actually accompany them – to an appropriate destination.

Be sure to mention that the church offers a Nursery, age-divided Sunday School and Children's Church classrooms to guests with young children. Children are always welcome to stay with their parents, however.

## Key Attributes of an Usher:

Friendly, Sincere Smile – Firm Hand Shake – Open Doors – Be Willing to Serve – Demonstrate Respect to Others – all out of love for the Lord and each other.

# ANCHOR BAPTIST CHURCH USHER HANDBOOK

## Usher Positions:

Ushers will rotate between several stations described on the Usher Position Summary, which is updated at least annually and provided to the ushers. A copy will also be located on the usher table at the back of the auditorium.

Duties include:

### A – Director:

- i. Responsible for organizing the ushers for service. A schedule should be in place, and ushers should be ready each service. The director should be prepared to find a replacement before service starts if a scheduled usher cannot be there.
- ii. Providing a fresh cup of water for Pastor/speaker and adult SS teachers. Cups are located under the counter in the kitchen in the next to last cabinet on the left as you enter the kitchen from the foyer.
- iii. Distributing bulletins at the auditorium entry.
- iv. Directing ushers during the offering time.
- v. Keeping watch over the auditorium door during service. Note that the B position usher should do the same from outside the auditorium.
- vi. Checking to see that the B (Foyer) position usher has counted attendees during each service.

Check the usher table to be sure there are an adequate supply adequate visitor packets (at least a dozen) and that the table has an orderly appearance.

Care should be taken to check either the bulletin or Order of Service sheet to make sure the ushers are in place to distribute visitor packets (typically after announcements) and offering (can be at different times – especially on Sunday evenings).

As the auditorium fills up, the director should check with the C, D and E ushers that they are aware of any vacant seats for possible later arrivals.

Anyone arriving after service starts should be escorted to a seat, either by the director or by the B usher as noted below. Try to avoid taking people down the center aisle as this may make them feel uncomfortable.

### B – Foyer:

The B usher should arrive early – at least 15 minutes before Sunday School starts. He needs to be aware of what is going on in church at the various services and check the classrooms and nursery to see if anyone needs help.

- i. Responsible for greeting guests at the entry of the church and distributing bulletins to all who enter.
- ii. Watch for guests needing special assistance exiting (or entering) a vehicle, or just having trouble moving about. Get extra assistance if necessary.
- iii. Keeping watch over the foyer during Sunday School and service times.
- iv. Counting all attendees.

## ANCHOR BAPTIST CHURCH USHER HANDBOOK

- v. During service, watching the auditorium door for anyone experiencing trouble, and making sure anyone leaving service – especially visitors – knows where they need to go.
- vi. Keep an eye on children; no young person should leave the building without a parent.
- vii. Cheerfully directing latecomers to seats in the service.
- viii. Check the parking lot.
- ix. Make sure the back door is locked.
- x. At the end of service, after the final prayer is said (and the piano music begins), open the auditorium doors.

### C – Center:

- i. Before service begins, leave Sunday School and get some bulletins.
- ii. Attend the center aisle, distributing bulletins and greeting attendees.
- iii. Be mindful of empty seats near the center aisle and how many guests could comfortably be seated there. Note that choir members may have left their Bibles in their seats.
- iv. Escort guests to their seats whenever possible.
- v. Distribute visitor packets to guests at the appropriate time.
- vi. Take up the offerings at the appropriate times. NOTE: the C position usher is asked to offer a prayer at the offering time. Remember to use the microphone, which is usually on the steps next to the Communion table.

### D – Left:

- i. Responsible for the left aisle; seating guests, distributing visitor packets and manning the offering plates during offering time.
- ii. Be mindful of empty seats on the left side of the auditorium and how many guests could comfortably be seated there. Note that choir members may have left their Bibles in their seats.

### E – Right:

- i. Responsible for the right aisle; seating guests, distributing visitor packets and manning the offering plates during offering time.
- ii. Be mindful of empty seats on the left side of the auditorium and how many guests could comfortably be seated there. Note that choir members may have left their Bibles in their seats.

F – Alternate: responsible for being ready to serve in any capacity as needed.

If there is an obvious need in any area, please be ready to help out; “*Knowing that of the Lord ye shall receive the reward of the inheritance; for ye serve the Lord Christ.*” (Col. 3:24).

# ANCHOR BAPTIST CHURCH USHER HANDBOOK

## Offering:

Standard practice will be for one usher to be in each aisle and the director to be at the back of the auditorium to direct the ushers' progress in an orderly manner. The left and right usher positions should hold the collection plate level as they walk forward. After the prayer, the left and right ushers should turn and start to pass the collection plates toward the center. Passing the plates should be synchronized so that the plates move toward the center aisle simultaneously and then back to the sides. Left and right aisle ushers need to pay extra attention to attendees along the outside walls. If a row of seats is sparsely occupied, bring the offering plate to the nearest person so they don't have to get up. Ushers should keep an eye on the Director, who will signal when to move forward. Also, don't stare at the collection plate as it is passed down each row. Some people may be uncomfortable with having someone watch what they put in the plate.

Center – The usher in the center aisle should be prepared to pray before the offering. If the microphone is available it should be used (held close to the chest about six inches below the chin) during prayer.

Right Aisle – Remember to hold the collection plate level, about waist-high as Pastor may deposit his offering during the offering prayer.

Once complete, two ushers will take the offering plates into the foyer and hand them to the Deacons.

The ushers should re-enter the service **after** the special music is finished so as not to be a distraction.

## Scheduling:

A schedule will be available on the usher table, and every effort will be made to have a schedule in each usher's hands to make reference to at home. Ushers who are scheduled for the A (Director) and B (Foyer) positions should be at church early to be ready.

## Other Notes:

- Be respectful of Pastor, musicians and others nearby and keep talking or other distractions to a minimum. No one should be moving around at the back of the auditorium when special music is being performed.
- It is always helpful if ushers keep mints handy!
- If there's something on the floor or clutter in an area, please try to correct the situation.
- Be attentive to special needs: does someone need a hymnal? Are there handouts that need to be passed out? If someone is coughing, do they need a cup of water?

Please keep the various ministries of the church in your prayers.

Thank you for your service!