

GREETERS MANUAL

Purpose: Greeters serve as an important “first contact” for members, friends, and visitors attending service each Sunday. Ideally, three Greeters serve every Sunday – two posted at the main entrance/exit doors, one as a “floater” (see Duties). Greeters program is an “entry level” volunteer service and the volunteer pool is open to all new and longtime members and friends. Greeters share responsibility for creating a welcoming and inclusive environment at TVUUC in the following manners:

- Welcome our members, friends, and visitors as they arrive for worship service.
- Act as one of the links for new visitors to the Welcome Table.
- Train/Mentor – Experienced Greeters and the Greeters Coordinator train/mentor church members and friends new to the Greeters role by having the interested party serve as Greeter along with them. Greeters program is a means for members and friends to strengthen their connections to our congregation and foster their inclusion with our church as either regular or occasional program volunteers. Greeter Coordinator follows up with the new Greeter upon completion of training/mentoring to determine the new Greeter’s readiness and scheduling preference for Greeters program.

Sunday Duties:

- Arrive 10:15 am/45 minutes prior to worship service – one service at 11am.
- Wear a nametag and Welcome/Greeter badge (available at the Welcome Table).
 - If you arrive before the Welcome Table is setup, retrieve the Welcome/Greeter badge from the Welcome Table materials storage box – TVUUC administrative offices copier area in a drawer marked “Welcome Table.” Badges are in an envelope marked “Badges.”
- Open the main entrance/exit doors for all members, friends, and visitors and welcome them with kind words, a smile, perhaps a handshake. If they are clearly new visitors, direct them to the Welcome Table. “Floaters” are available to engage in simple conversation with new visitors or assist them in locating our various facility amenities/services while two Greeters continue their main entrance/exit door coverage.

- Be familiar with/able to locate our Membership Coordinator or RE (Religious Education) representatives in the event the Welcome Table volunteers are occupied and the *immediate* need of the visitor is connections with either program.
- A minimum of one Greeter will remain posted at the main entrance/exit doors for at least 10 minutes after service begins to welcome latecomers.
 - The Ringing of the Chime signaling time for all to enter the sanctuary for worship service to begin is the cue for additional Greeter(s) their service is concluded. Additional Greeter(s) can choose to remain for the latecomer coverage with the other Greeter or can chose to conclude their post.
- Please return Welcome/Greeter badges to the Welcome Table at the conclusion of your slot coverage.

General Guidelines:

- Contact the Greeters Coordinator ASAP in the event you have a conflict and are not able to cover your assigned slot.
- Update your contact information promptly and as needed with the Greeters Coordinator.
- Feedback and observations regarding the Greeters program are welcomed. The Greeters Coordinator is available to you to be made aware of any successes, needs, challenges, and suggestions you have to offer.

✧ Thank you for volunteering ✧