

Greeter Job Description (updated Apr 2017)

Greeters welcome all arrivals, direct newcomers to Welcome Table, answer questions.

Thank you for volunteering to be a greeter. Following are guidelines for you.

Time: Please be ready in the lobby by 9:25 and plan to stay until two minutes before the service begins. (If you have a handbag or other possessions they can be locked in Amy Lent's office. Please do not leave them in the lobby.)

Where: Lobby, near the door.

Tools: Wear your **personal nametag** and a **smile** and a **Welcome button**.

Your **key responsibility** as Greeter is to welcome every newcomer entering the door and help them get to the Welcome table. Once they are at the Welcome table, the Welcomer will take over and you can go back to "floating", watching for newcomers coming in.

Your **secondary responsibility** is to be available to answer questions about the day's events. Your primary tool for this is the printed schedule on the bulletin board in the lobby. If the service is in the Sanctuary or it is a Family Chapel Sunday, there will be a sign in the lobby to indicate that. You can refer to that sign. Your second tool is your own knowledge of FUUSA, which you can augment by reading the FAQ following this job description.

How to identify newcomers

Newcomers tend to self-identify: If you say "Good Morning" and look them in the eye, they will come to a stop in front of you. (Most 'regulars' will say "Good Morning" and keep on walking—they know where they are going.)

Returning newcomers will know to come to the Welcome table as that is where their yellow nametags are stored.

Phrases (to get you started)

Good morning; hello; welcome.

Can I help you?

Is this your first time here?

Can we get you a nametag?

What to do with newcomer parents with children

Bring them to the Welcome table. While Welcomer is making out nametags, go to R.E. window and let volunteer or DRE know we'll be bringing over some new folks with children shortly.

What not to do

Don't get involved in conversations! It's amazing how many folks can slip by when your eyes are not looking at the front door.

FAQs for Greeters

Which way is the service, what time does it begin? Location varies occasionally—check the posted schedule.

Where are: bathrooms, coat racks, the Forum, the Sanctuary, Emerson Community Hall, the Religious Education Office, the administrative office, first aid kits...**First aid** kits are in the kitchen and the DRE's office, you probably know all the rest.

Where do the children usually go? (Regular Sunday, not Children's Chapel, not multi-generational service)

Babies and toddlers up to age 2: The Nursery (Rm. 22) and Toddler room (Rm. 23) are open at 9:45.

3 year olds thru Grade 5: These children go to the beginning of the service with their parents. When the children are called to the front for the story, they are welcome to go up to the front, or stay with their parents, or a parent can go up front with them. At the end of the story the children process out of the hall and go to the classrooms. A parent is welcome to walk with them if their company is wanted, and the adult can return to the service.

Grades 8-12: These youth do not usually attend the service, they go straight to their classrooms.

What time do classes let out? Parents should collect their children at the door of their classroom by 11:20. This gives parents approximately 20 minutes to go to coffee hour and socialize before meeting up with the kids.

Can my child attend the whole service? Yes. But explain to parents that most children have a hard time sitting quietly that long and enjoy RE class with peers more. Explain that they can start at the service and leave with the RE kids. Parents are welcome to accompany their children if needed. If children stay with their parents and get antsy, they can move to Channing Hall where it is easier to manage wiggly kids or to the upstairs glassed-in area where they can see and hear the service.

Where do the children go? Family Chapel is the first Sunday of each month.

Pre-K through fifth grade children have Children's (or Family) Chapel. Parents or caretakers drop off their children shortly before 10:00. They may stay for Children's Chapel or go the adult service. Other adults are welcome to come to Children's Chapel, too. Afterwards they may join the other service. Teachers will bring children to classrooms at 10:20, and parents should collect their children at the door of their classroom by 11:20)

If the press shows up notify Minister, Congregation President or chair of Public Relations Committee immediately.