

## HOSPITALITY MINISTER GUIDELINES

### BEFORE MASS

- Arrive at least 20 minutes before the celebration is scheduled to begin
- "Greeter" pins are in vestry
- "CHECK" for any special information for the day (special collection, be available to answer questions for a visiting priest, etc.)
- Check the **tidiness** of the church - bulletins, special envelopes, song books?
- Check the bathrooms; are they welcoming? (enough TP, paper towels?)
- Be sure you have **FOUR** money collectors / bulletin passers. They can be one and the same or they may be different They may be men or women or youth.
- Be at the door to welcome - **Bulletins** are **NOT** handed out until after Mass
  - **Greet the people "warmly"** - you are our hosts/ hostesses
  - **Facilitate seating—**
    - Encourage people to be seated and not sit around baptismal pool or stand
    - Set up additional chairs if needed, they are in "bride's room".
    - Help handicapped or elderly
    - Escort or "seat" people from front to the back, introducing strangers and placing friends in proximity to one another—if necessary make announcement before Mass inviting people to move into pews (*"We're going to be full today. Please slide in and make room for people still arriving"*)
  - Be aware of any special needs:
- **Know emergency procedures** (AED, location of fire extinguishers, location of telephone, first aid kit, etc.). If **you** call 911, **you** should wait outside to escort the paramedics to the person needing assistance. Also, the **smoke alarm** has gone off at various times (lots of incense), - know how to silence it and who to call. **Directives are in the top drawer of vesting area.**

### DURING MASS

- The 4 money collectors/bulletin passers facilitate the money collecting - two down the center aisle for center sections. The other two go to the side aisles to collect in the side sections (these move to the back of the center section and move forward if extra time.) The side with the parent/child room passes an extra basket in at the front door and picks it up at the back door when reaching the end of the side section.
- Be aware of heat / ventilation needs,
  - ⇒ • Seat latecomers unobtrusively—if you are setting up chairs, please be as quiet as possible once Mass has begun. Also, you can "scope out" places while the people are listening to the Word and then when we stand and sing the Alleluia before the Gospel, you can move them into the pews. (Be careful at 10:30 Mass if the children are out for Liturgy of the Word.)
- Always be aware of special needs—a drink for an elderly person coughing, communion brought down to someone who cannot move to front, etc.
- Assist in the free flow of people for the Communion procession (see diagram on back)

### AFTER MASS

- Pass out the bulletins
  - After Mass straighten up the church building: kneelers, hymnals/missals, Litter/paper in pews, extra chairs, vestibule tables, etc. (There are children around who could help with this) ... hand vacuum / dust buster is in storage closet by vestry if needed for small pick-up
  - Be sure lights/microphones are turned off if you are at the last Mass.
- NOTE: If there is a visiting priest, check to see about locking up, too. Sometimes he has a key, and sometimes not. The Church Key is in the drawer in the sacristy and it**

## MINISTRY OF HOSPITALITY / GREETER

**Qualifications:** The desire to assist in creating an overall welcoming environment. A willingness to commitment to about one weekend Mass a month to act as host/hostess.

Hospitality is "the process of welcome". Consider yourself the host/hostess of our house.

*"Community is born of hospitality, and for the Christian community this hospitality, which reaches out to welcome and gather the scattered people of God, provides the context in which any liturgy takes place."*

Hospitality helps people feel "at home" and welcomed while they are at church. It is as essential for the regular church-goers as it is for newcomers, for it is the first step in the gathering of the assembly of believers, which we call "Church". A sense of community (koinonia) is a prerequisite for community prayer.

It would be a mistake to relate this ministry solely to the needs of the church building itself. Just as a homemaker deals with the details of many things to make the house a home, so do Ministers of Hospitality deal with physical details to make the building a hospitable church. But the focus is on the people who gather there. Ministers care for people, above all, and secondarily for the building, for the presence of Christ is first revealed in the community.

Ministers of Hospitality are persons of faith who can perceive Jesus present in the gathering community. They welcome people at the doorway, because entering the church building and signing the cross with holy water is a dramatic recall of one's baptism. The church-goer is crossing over from secular time and space to sacred time and space. A believing Minister of Hospitality is there to greet him or her in Christ's name. A seasonal greeting and a warm smile complete the entry of the Christian into his home parish, or better, his parish home.

The attitude of hospitality "rubs off" on people and creates an atmosphere of quiet joy and acceptance. Having many Ministers of Hospitality does not eliminate the need for each church-goer to be communicative with others. It does encourage and support them in their acts of warmth and kindness. As time goes on, the Ministers of Hospitality will no longer stand out because of their friendliness, the whole community will be sharing a sense of hospitality.