

So, the primary foundation of being an usher or steward is that we are ambassadors for Christ

- 2 Cor 5:20 (NLT) ⁸ And all of this is a gift from God, who brought us back to himself through Christ. And God has given us this task of reconciling people to him. ¹⁹ For God was in Christ, reconciling the world to himself, no longer counting people's sins against them. And he gave us this wonderful message of reconciliation. ²⁰ So we are Christ's ambassadors; God is making his appeal through us. We speak for Christ when we plead, "Come back to God!" ²¹ For God made Christ, who never sinned, to be the offering for our sin, so that we could be made right with God through Christ.

The fruit of the Spirit needs to be evident in the life of every usher: Gal 5:22-23 (NLT) ²² But the Holy Spirit produces this kind of fruit in our lives: love, joy, peace, patience, kindness, goodness, faithfulness, ²³ gentleness, and self-control.

Understand today that you are the reflection of the standard, values and integrity of this church and Kingdom of God.

- That we are here because we love God, and we love people.
- How do we love God? By loving people.
- How do we love people? We are empowering them. And it starts with the first: Good morning, it is good to see you.

1. FIRST OF ALL, I WANT TO THANK YOU, FOR YOU HAVE A VITAL ROLE WITHIN THE CHURCH

- You are the first point of contact to our guests.
- It is important to treat everybody as honoured guests. Always be friendly. Your focus is on others, not yourself.
- No guest should pass through our doors without hearing more than a half-hearted "good morning".
- *Treat them the way you would want to be treated if you were feeling alone in the world, looking for some hope, some community, some love.*
- The welcome all our people receive has a great deal to do with their openness to the work of God in their lives during the service.
- Everyone attending our church should feel that they have had a meaningful connection with one or more people.
- It is not just the sermon that is the message – the whole service is the message.

2. MIND YOUR SCHEDULE

DUTIES OF THE HEAD USHER AND HEAD STEWARD IN REGARDS WITH THE SCHEDULE

The Head Usher and Steward is responsible for the:

- Efficient organising of the usher Groups.
- Effective functioning of the panel of ushers and
- Training of new ushers.

We have a Head Usher for the Kitchen Duties and then we have a separate Head Steward for the Auditorium and Stewards.

- *We identified at least 3 different teams, so they can rotate from one week to the next.*
- *With 3 teams the schedule could be 2 weeks on, then three weeks off.*
- However, as the church is growing, this schedule might change as more and more people will start serving.
- Each usher should be allotted a specific section in the church, with particular reference to seating.
- *Know your block and know your people. Distinguish between open seats and a seat where some has just left for a moment.*
- And remember as ushers that you are first and foremost instruments to prepare the way of the Lord to work in the hearts of people.
- All visitor's cards must be handed over to the Head Steward who will hand it in with the collection.

DUTIES OF THE USHERS AND STEWARDS IN REGARDS WITH THEIR SCHEDULES

- Know on what day you are serving.
- It reflects poor on the church if someone is not there in the role they have been assigned to.

- It let the team members down if you just down show up. So always switch around with someone if you cannot be there on the particular day you have been scheduled.
- Always keep the Head Usher informed of any changes.

3. PRAY

- Before you start your responsibilities as an usher pray and ask the Lord to be well used by God.
- It is also advisable that ushers meet 5 minutes before they start their duties to pray together and to get all their resources and inspection of their area ready for the day.

4. ARRIVE EARLY / STAY LATE

- The kitchen ushers already arrive 1 hour before services starts in order to finish their preparations on time.
- The Auditorium ushers should be at the church at least 20 minutes before the service starts.
- We don't want people starting to enter the church and there is no one at the door to welcome them.
- The Auditorium ushers should under no circumstance leave their positions. When you are on duty, you are the eyes and ears of the Pastor.
- 15 minutes before the service starts, all ministry leaders / ushers must be finished with their preparations for the service, be finished with praying before the service and be at the front door, in the auditorium and on the grounds greeting all people and having conversations.

5. KNOW YOUR RESPONSIBILITY

5.1 AUDITORIUM USHERS

5.1.1 AT THE ENTRANCE DOOR OF THE AUDITORIUM

- 2 ushers are always on duty. (*Preferable husband and wife where possible*).
- Before you start serving, make sure that tithing envelopes in pews are set out and neat.
- Make sure the Mother's Room is neat and tidy with enough fresh air. Lights are on.
- Have all your pencils, visitor's card, sanitizers, covid register, bulletins etc ready and at hand.
- Pray together before you start.
- Heartily greet all adults and children and make them feel welcome and relaxed.
- Hand out church bulletin or Pastor's Message or anything else as arranged by the Pastor.
- *Give visitors the visitor's card and a pen as they enter the church and inform them that an usher will come and collect it in the next 5-10 minutes. They should not be running after you.*
- Maintain order throughout the whole service, before and after the service. Always be aware of what is happening within the service. If it is too hot, switch on another air-conditioner. If the Pastor wants to hand something out, stand up immediately, collect the handouts from her and hand out.
- Once the service starts, one usher remains at the front door during the whole service to welcome late comers and for security purposes. Always be aware of what is going on in front of the church/street.
- The second usher opens and closes the door on the stage after the kids and youth left to go to their different classes.
- When someone leaves early just wish him well with the words: *I am very sorry you have to leave the service so early today. It was good to have you with us.*
- *When someone who leaves the building and returns again, he should be encouraged to sit at the back, especially hilst the Pastor is busy preaching. Use your discretion.*

5.1.2 SECURITY

- One usher remains at the entrance of the church throughout the whole service.
- Should the usher see or experience anything suspicious he/she should immediately notify the allocated person for Safety and Security Purposes.

- The middle gate must be closed 15 minutes after the service has started and can be open for people to enter when they are late.

5.1.3 MOTHER'S ROOM

- This is ONLY FOR MOTHERS who wishes to change their baby's diapers or breast feed babies.
- Therefore, no small children or men, unless the mother is alone and has a baby and toddlers, she can take them all with her in the room.
- If babies are crying and causing disturbances of the Word, go to the parents and guide them to the mother's room.

5.1.4 IN THE AUDITORIUM FOR USHERS WHO ARE NOT ON DUTY ANYWHERE ELSE

- If our auditorium is a bustle of activity before the service begins, it will add to a relaxed and energetic atmosphere. It will break any spirit of religion.
- Still come 15 minutes before the service starts to settle in the Auditorium.
- Once people are seated go to them, introduce yourself and make a connection.
- Approach people especially that you don't know.
- Connection is made with a simple and short conversation and then move on to the next person.
- Talk about more than the weather. Example of conversations simple conversations such us: *Good morning. We haven't met. I am Tania. And you are? It is so good to have you with us today. Where are you from? What brought you to this service today? Tell me about your family? Are you familiar with the Full Gospel Church? Are there any questions you have about the service today? Be sure to come and join us for coffee and tea after the service.*
- If you know the people you can ask: *How was your week so far? I haven't seen you at our Life Groups. It would be great if you can join us on Thursdays.*
- End off your conversations with: *It is so good to have you with us today. We are looking forward to the Service and trust that you are going to be inspired inspired today. We trust that you are going to enjoy the service with us today. Enjoy the service.*

5.1.5 COFFEE AND FELLOWSHIP AFTER SERVICE

- The exit on the platform must be manned at the end of the service by the second usher, while the first usher on duty wrap things up in the church.
- Point new arrivals to the fellowship hall where they can enjoy coffee and tea.
- Secure safety on the premises (at the backyard) for all children.
- Bid farewell those who are going home.

WRAPPING UP IN THE CHURCH BY THE FIRST USHER

- Open the middle gate as soon as the service ends.
- Make sure resources used are put back neatly and tidy in the Stewards Office.
- Close all windows in the Mother's Room, Stewards Office and rest of the Auditorium.
- Switch off all the lights.
- All aircons must be switched off.
- Close all the doors.

5.2 THE STEWARD'S ROLE

Taking up an offering has been part of worship service since the time of Paul (1 Cor 16:1-2) and is part of the steward's ministry.

- Before each service the Head Steward will confirm if there are any changes concerning the way collection will take place. The time and manner in which the offering is received, is left to the discretion of the Pastor.

5.2.1 WHEN PASTOR SAY: "WE ARE GOING TO TAKE UP THE OFFERING"

- The stewards on duty immediately stand up and walk to the front.
- Take in their position at their allotted isle, face the congregation and wait for the prayer of blessing to be done before starting to take up the offering. Always start from front to back.
- Stewards should be ready to receive the offering at all times and should not become distracted.
- Money must always be counted by two people. Both must sign the receipt book.
- The Head Steward hands the offering over to the treasurer once it has been counted and made up together with the visitor's cards received from the ushers.

5.2.2 SERVING OF COMMUNION

- The Communion Table is being set up by the Kitchen Ushers.
- When Pastor mentions that communion is going to be served, the stewards get up immediately and take their positions next to the table.
- The time and manner in which communion takes place, is left to the discretion of the Pastor.
 - *Either people will be encouraged to come to the table; or*
 - *Pastor will hand the bread to the stewards to be served to the congregation according to their allocated blocks.*
 - If the communion is to be handed out, every pew is being served from front to back.
 - All the stewards wait at the back until all people has been served.
 - Once all have been served the all the stewards walk to the front.
 - Pastor now hands out the grape juice to be served to the people.
 - All the stewards once again wait at the back until all the people have been served.
 - Once all have been served the stewards walk to the front.
 - Now the stewards who served the people is being served by the Pastor.
 - After communion the stewards take up all the communion cups in the baskets that are available and place the baskets under the table.

5.3 RESPONSIBILITIES OF THE KITCHEN USHERS

5.3.1 FELLOWSHIP HALL

- When you arrive 08:00, please **FILL UP THE URN** and **SWITCH IT ON**.
- Make sure that **ALL tables, tablecloths and floors** are clean and tidy (*where people sit and where we serve refreshments*).
- Fill up coffee, sugar, tea where necessary and set the milk ready for after service.
- Put out small plates for rusks and the glasses and mugs.
- Make sure the green crates for the dirty dishes and the dustbins are in place.
- Make sure the fellowship hall is clean and tidy inside.
- Sweep outside the Fellowship Hall and the stoep, where necessary.
- Make sure that the **urn is set on a low temperature** before you go for the 09:00 service.
- **Also close all doors and safety gates. Make sure no one is still on the inside.**
- After the service, **supervise the fellowship hall to assist** where necessary, fill up milk, assist children, put dirty dishes in green crates, clean up where someone spilled, etc.
- Assist visitors when they ask for help or need anything.
- Keep the Kitchen Door in the Fellowship Hall closed.

ONCE PEOPLE ARE DONE

- Put all milk back in the fridge and close lids of refreshments.
- **Switch off the urn** and remove the plug from the wall.
- Make sure that there are no dirty dishes standing around or in kitchen basin, but all must be in green crates.
- It is YOUR RESPONSIBILITY to see that all tablecloths used in the church, hall, etc are kept clean and neat by taking it home and washing it. *(If you are unable to do so, please put it in the washing bin in the kitchen).*
- Please check, on a regular basis, that the inside of all cupboards are neatly packed.

Kitchen (No one is allowed in the Kitchen, except the team on duty)

- **On Communion Sunday, make sure the communion table is set before 08:45.**
- Also clear the communion table after the service.
- Take the items used to the kitchen and put items such as table -loths, etc. away.

5.3.2 LADIES AND GENTLEMEN TOILETS AS WELL AS THE TOILETS IN THE SUNDAY SCHOOL AREA

- Check that everything is **clean and tidy**.
- **Replace towels**, put in toilet paper and fill up hand soap.
- **Sweep** the areas in and outside the toilet where necessary.
- Make sure the **small carpets** are swept clean.
- While you are working between the two toilets, **check for anything (papers, rubbish etc) laying around on the church grounds and throw it away.**

WHEN GOING HOME

- Once again before you go home, make sure the **URN is switched off and PLUGGED OUT.**
- Before you go home, **CLOSE ALL WINDOWS, CLOSE TAPS** if they are running.
- Before you go home, **FLUSH TOILETS** if they are not flushed and **CLOSE DOORS and SAFETY GATES.**
- Take note that it is **YOUR DUTY to TAKE THE TOWELS HOME AND WASH** it for the next Sunday. *(If you are unable to do so, please talk to Vionette)*

5.3.3 KITCHEN ASSISTANCE FOR THE KIDS AND YOUTH

- Put out their cookies, rusks, coffee, milk, water, cups, glasses at the serving bay.
- Prepare their **cold drink**.
- No glasses are to be left in freezer to avoid cracking. (BRING THIS TO THE CHILDREN'S ATTENTION ON A REGULAR BASIS).
- **NO CHILDREN ARE ALLOWED TO HELP THEMSELVES with drinks or anything to eat in the fellowship hall. Even when the milk, etc is finished when they are on duty. THEY MUST ASK FOR ASSISTANCE.**
- Once their cookies and rusks are finished, they are not allowed to fetch more in the fellowship hall.
- **Ask Mareloe where you need assistance in regards with the kitchen prep for the kids.**
- **PLEASE HELP US SUPERVISE THE KIDS.**

When we are running out of stock (example: milk, sugar, coffee, hand soap, toilet spray, toilet paper), please inform our LEADERS via the WhatsApp group. Don't tell pastor on a Sunday, she will just forget.

6. BE WELCOMING AND FRIENDLY

- Don't just say hello.
 - Have good eye contact and a big genuine smile on your face and say things like:
 - *Good morning, I'm so glad to see you*
 - *Good morning, it is good to have you with us today.*
 - Make people feel at home, comfortable and connected.
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7. NO KISSING OR HUGS

- We must be welcoming, but not over-familiar. We show respect and honour at all times.
 - In the past a handshake would do, but due the pandemic we keep our distance and greet friendly.
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8. BE HELPFUL

- This is **YOUR SPIRITUAL HOME**, please take **initiative and responsibility** and look after it.
- Please **VOLUNTEER TO ASSIST** during **OTHER EVENTS** taking place at the church.
- **Wherever you are in the property, PLEASE SEE TO IT THAT EVERYTHING IS IN ORDER** (pick up papers, or ask the children to do so; keep discipline among the children; help guests (visitors) etc.)
- Also be **ON ALERT with regards to EVERYONE'S SAFETY**, especially the children. If need be: **MAKE AN ALARM!**
- Please **VOLUNTEER TO ASSIST** whenever **SOMEONE IS NOT AVAILABLE**, in order to make our **LEADER'S TASKS** easier.
- **If you are UNCERTAIN of anything, please DON'T HESITATE TO ASK. We are here to help.** We learn and grow together.

Thank you so much for your assistance.

It is a privilege to serve each other in this manner and to honour God through our service.
