



Usher Team Training Guide

**HOST TEAM
2024**



Host Team Mission

Creating a comfortable environment so guests can be open to the truth of God's Word.

Usher Team Positions

Greeting Usher

Greet guests as they enter the auditorium and connect them with Seating Ushers to find a seat.

Seating Usher

Show guests to a seat in the auditorium.

Guest Interactions

All Positions

- Greet guests with a verbal greeting. Use phrases like:
- "Come on in! Sit as close as you like."
- "Can I help you find a seat?"
- "Would you mind sliding in as you take your seat to make room for others to join us?"
- (If applicable) Be familiar with the plan for opening additional auditorium sections or adding seats.
- Know your role in the auditorium/sanctuary count and offering processes.

Greeting Usher

- Maintain a guest focus by facing the auditorium/sanctuary doors. This helps guests know that we are expecting them.
- As open seats become less obvious, ask guests how many seats they need and direct them to a Seating Usher. Use phrases like:
 - "How many people do you have with you today?"
- Maintain an awareness of open seats in the auditorium/sanctuary and direct guests to an appropriate Seating Usher without leaving your position.
- Have constant communication with your Role Leader and Seating Ushers.

Seating Usher

- Show people to open seats in your assigned section.
- As guests are passed to you from the Greeting Ushers, greet them and assure them we have seats available. Use phrases like:
 - *"Right this way!"*
 - *"Hi! There are four seats together right over here."*
- Maintain an awareness of where open seats are available in your assigned section.
- Communicate with your Role Leader and Greeting Ushers regarding available seats.

After the Service

- Ensure that all supplies are restocked for the next service.
- Prepare for the next service by resetting seats and seatbacks, cleaning up spills, and emptying trash.
- Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
 - *"See you next week!"*
 - *"Thanks for attending today's service!"*

Additional Service Elements

Additional Seating

- Be mindful of quiet or prayerful moments during the worship set. Avoid creating a distraction with the noise of adding more chairs.
- At times, we have to add additional seats to our auditorium/sanctuary to accommodate guests. Connect with your Role Leader to understand your role in adding seats.

Auditorium/Sanctuary Count

- Attendance is determined by the number of individuals present in the building at the designated count time.
- When the prayer begins at the end of the service, as heads are bowed and eyes are closed, count the number of guests present in your assigned section.
- Be as discreet as possible and count from the back of the auditorium.
- Provide the attendance number for your assigned section to the Role Leader.



Notes
