



STANDARD OPERATING PROCEDURE

FIRST TOUCH - GREETER

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MISSION:

The mission of First Touch Ministry is to provide opportunities to impact the lives of the members and visitors attending services at The Brook. First Touch is a vital area of the Ministry of Helps. The significance of greeters is to create an inviting atmosphere without sacrificing the integrity of the position if or when challenges arise.

PURPOSE OF DOCUMENT:

The purpose of this document is to communicate the steps needed to perform the duties of a greeter.

SCOPE:

The scope of this document is for those interested in becoming a Greeter and understanding the role.

TIME AND LOCATIONS:

Greeter should be available every Wednesday and Sunday, at least 45 minutes before service.

RESOURCES:

The possible resources needed to perform duties as an Usher are:

- *A smile*
- *Discerning spirit*
- *Proper attire*
- *Kleenex, Fans and Offering envelopes*
- *Blue lap cloths*



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SPECIFIC PROCEDURES:

Task	Step by Step Procedure
Greeter Interest	<p>Those interested in serving as a greeter should send an email to firsttouch@brookcity.org.</p> <p>An acknowledgement email is sent and a time is set for the interested person to meet with the Ministry Leader.</p> <p><i>*If the interested person signed up during New Member Orientation, then an email is immediately sent to welcome them to the First Touch Family and a time is scheduled for shadowing.</i></p>
Shadow Opportunity	<p>The interested person will then be assigned to an experienced Greeter to shadow. Shadowing occurs on Sunday 1st, 2nd and 3rd service. The interested person will need to shadow for at least one full day of service or three individual services. After the shadow opportunity the interested person confirms whether or not this is a good fit for them. If so, then they'll be placed on the schedule.</p>
Prior to Service	<p>Greeters should arrive ready to serve 45 minutes prior to the start of service. The Ushers and Greeters will work together to set up the sanctuary (put out Kleenex, fans, offering envelopes and cloths). Greeters should be in position 30 minutes prior to the start of service.</p> <p>Member Entrance: There should be two greeters at the member doors to the sanctuary and at least two greeters opening the doors to the church from the outside.</p> <p>First Time Visitor Entrance: There should be two greeters at the First Time visitor door, one opening the doors to the church from the outside and the other greeting the guest as they walk in the vestibule.</p> <p>Children's Church Entrance: There should be two greeters at the Children's Church entrance door, one opening the doors to the church from the outside and the other greeting the guest as they walk in the vestibule.</p>



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	<p><i>Note: If there is something going on within your personal life that could hinder your effectiveness as an Usher, please let the Ministry Leader or Team Lead know as soon as possible.</i></p>
During Service	<p><i>Greeters are placed at each inside and outside door entrance , to do the following:</i></p> <ul style="list-style-type: none"> • <i>Create an inviting environment.</i> • <i>Always have a smile.</i> • <i>Always have a loving attitude.</i> • <i>Be alert of surroundings.</i> • <i>Post COVID: Pass out offering envelopes only as requested.</i> <p><i>Once Pastor gets up to preach, greeters from the outside comes into the sanctuary and either take a seat in the back or stand in the back of the sanctuary.</i></p>
After Service	<p><i>Ushers and Greeters will work together to tidy up the sanctuary (put back the Kleenex, offering envelopes, fans and cloths).</i></p>
Meetings	<p><i>Greeters are required to attend all scheduled meetings.</i></p>
On-Site COVID Safety Protocols	<ol style="list-style-type: none"> 1. <u>DO NOT</u> bring guests to on-site activities (i.e. rehearsals). Guests will be asked to remain outside the building or in vehicles. 2. Volunteers must wear a mask on the premises at all times. If you don't have a mask, one will be provided for you. 3. Even while masked, cover your cough or sneeze into a tissue, elbow. 4. Volunteers may be asked to wear gloves when retrieving items left behind and/or when cleaning to reset before next service or at the end of last service. 5. Use hand sanitizing stations and/or wash hands often. 6. Use sanitizing wipes on highly touched surfaces and any props/equipment used during a given service. This must be done after use and/or after each service. 7. Follow social distancing guidelines, maintaining a distance of six (6) feet whenever possible:



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	<ul style="list-style-type: none">○ <i>Stay in designated activity spaces set by your ministerial or event lead.</i>○ <i>Do not rearrange chairs or equipment meant to enforce social distancing protocols.</i>○ <i>Limit touching, hugging, handshaking, passing or handing off items unnecessarily etc.</i>