

*Sunday
Hospitality*

*at The
Unitarian
Church of
Evanston*



Sunday Morning Hospitality Roles

There are anywhere from 18-24 specific roles, but many can be overlapped. In other words, one person could, for instance, greet at the front door, pass the offering basket and count the money after the worship service. In this way, each Sunday could and has run smoothly with 8-10 people handling the various roles, but the new program allows for more people to share the load. We also want families with young children to know that there are many ways for children to participate with their parents – passing the offering basket, greeting at the front door, welcoming new families, or helping in the kitchen are great ways to include them. There is a (*) by roles that might work particularly well with young children.

- **Greeters*** – each service should have 2-3 greeters for a total of 4-6 each Sunday, which includes these roles:
 - Religious Education Greeters (1 per service) to help orient new families.
 - Guest & Member Services Table (1 per service) have guests sign the guest registry and make name tags.
- **Ushers*** – 4 for each service to pass out hymnals and pass the offering baskets
- **Offering counters** – count the money from the offering baskets after each service (2 people each service – 4 total). Alternatively, the money from 9 a.m. service can be brought to the office to be counted along with the 11 a.m. offering, as long as baskets are emptied and returned to the sanctuary between services.
- **Coffee helpers** – (1 or 2 people) assist Kathy in the

kitchen on Sunday mornings preparing coffee and lemonade

- **Bagels*** – (1-2) purchase the bagels, assist Kathy in the kitchen, cutting and setting out bagels for 10 a.m. and 12 p.m. social hours
- **Fruit*** – (1-2) pick up fruit, cut up and serve for 10 a.m. and 12 p.m. social hours
- **Attending the Compost/Recycling Center** – helping members, friends and guests sort their compost, recycling and trash at the social hours (2 people, 45 minutes after each service)
- **Bringing flowers and lighting the chalice** if no one is signed up to do that (check the bulletin board or on-line sign up) www.ucevanston.org - members
- **AV/Tech** (optional) – if someone on your team has experience with running projectors and/or sound, their help would be appreciated! You will be trained by existing A/V tech team on particulars.
- **Clean up** (2-3 people) to assist Kathy in the kitchen with clean up at 12 p.m.
- Other roles could include calling first time visitors the following week, or sending reminder emails/making phone calls ahead of your scheduled Sunday.

Greeters:

Please arrive at 8:30 a.m. for first service or 10:30 a.m. for second service and put on a Welcome badge available at the Guest & Member Services table. The hospitality team will meet briefly (Hospitality Huddle) to go over the morning's events and answer questions. Look at the Order of Service and schedule at the front door prior to starting to familiarize yourself with the morning's events.

Stand near the front door (but allow some space for folks to enter comfortably) and try to remain available (not engrossed in conversations with friends) so that you can greet people and recognize when someone looks as if they may be visiting for the first time. Make eye contact and use phrases like:

“Welcome!”

“It's good to see you”

“Hi, I'm (insert your name here)”

“Can I help you find your nametag?”

If you determine that they haven't been here before, escort them to the G&MST to sign the guest registry. The G&MST attendant will help them with a temporary nametag and let them know they will have a more permanent nametag on the newcomer board the next time they come. We also let them know that they will get a weekly email newsletter if they include their email address.

Religious Education Greeters – at least one per service – are there to help orient families, let them know whether there is a Children's worship in room 3, show them to the lower level if necessary, and answer questions related to the religious education program.

Guest and Member Services Table

The Guest & Member Services Table is the go to place for newcomers and members alike. It is where the greeters at the front door will direct newcomers to sign the guest registry, receive information, and a nametag. Hand them a newcomer packet and a newsletter. It is helpful to:

- Let them know they will be receiving the weekly newsletter via email (if they put their email on the registry).
- Let them know they will have a semi-permanent nametag on the nametag board next time they come.
- Hand them a visitor packet
- Make them a nametag
- Inform them of the next Intro to UU course.
- If they have children, you can direct them to the RE greeter.

The Guest & Member Services Table needs to be staffed for half an hour before each service and again after the service for 15-20 minutes. If you do not know the answer to a question, ask the person to write down their question and contact information on the **Questions for the Membership Director form**. Tell them that the MD will reply within the week.

Please remember to remain after the service and try to connect with people you met beforehand. The 10 minutes after the service is when people are looking for connection. Ask them if they enjoyed the service or how they found us. Share a little of your story and why you love UCE.

Ushers:

Please arrive a half hour before the service and put on a Welcome badge available at the Guest & Member Services table. The ushers will determine where they will be passing the offering baskets. There are 4 baskets underneath chairs of the back row.

- Confirm that the sound is turned on in the lobby. If it is not, notify whoever is working sound.
- Make sure orders of service are in the hymnals. Have large type hymnals ready if needed.
- Two people will hand out hymnals and greet each person with a smile and a hello.
- Open doors to the sanctuary at 8:45 (1st Service) and 10:45 (2nd Service).
- If needed, you can help people to find a seat near the front and in places where there are open groups of chairs.
- During the offering time in the worship service (after announcements) Each of the 4 basket passers will stand and move to the back row of chairs. Find your basket. When the offering music starts, you move to the front together (make eye contact to coordinate).
- Pass the baskets in alternating rows moving from front to the back. Two people take the offering and carry the filled baskets to the altar afterward. You don't have to wait until the music is done.
- After the service, take the hymnals from people as they leave the sanctuary and thank them for coming. Again, eye contact and a smile leave a lasting impression.
- If you are able to stay after service for 10-15 minutes and say hello especially to newcomers that is very helpful.

Offering counters

After the worship service – each one – please get the baskets from the chancel tables and take them into the office. There is a form in the office on which the offering amount is recorded. After the money is counted, it goes in the safe near the copier. Two people are need to count together. Carli will be in the office to answer questions. Return the empty offering baskets to the sanctuary. After the 9 a.m. service, the offering can be brought to the office, placed in an envelope to be counted along with the offering from the 11 a.m. service. Be sure to include envelopes containing cash with names on them with the offering count form so that contributions can be attributed to the donor. Remove the cash from the envelopes but do not discard them.

Bagels

Purchase 7 dozen bagels – please get some multi-grain if available. New York Bagel and Bialy at 3556 Dempster Street in Skokie gives us a good deal if you say you are with the Unitarian Church of Evanston. They are open early in the morning on Sundays. You can call them the day before to order and give them the name UNITARIAN CHURCH of EVANSTON (so they give you the discounted price) then they'll have it ready for you – the number is 847-673-9388. THEY ONLY TAKE CASH. They do have an ATM in the shop but I get a service charge when I use it. They charge us about \$6 per dozen. We charge \$3 for bagels and fruit after the service, which should be more than enough to cover your cost. You can submit your receipt to the office with a request for reimbursement. If you are able to donate any part of your purchase, it is helpful but not necessary.

Bagels need to arrive on Sunday mornings by 8:15 a.m. Please help Kathy cut up the bagels.

Fruit

I suggest amounts close to this and of course you can modify the types of fruit as you see fit:

15 bananas
2 bags of small oranges (clementines or cuties)
2 bags of apples
2 bags of grapes

We charge \$3 for bagels and fruit after the service, which should be more than enough to cover your cost. You can submit your receipt to the office with a request for reimbursement. If you are able to donate any part of your purchase, it is helpful but not necessary.

Fruit needs to arrive at UCE by 8:15 a.m. Please help Kathy cut up the fruit.

Coffee Helpers – assisting before the worship service in the kitchen to start coffee, make sure we have enough to last through both coffee hours and keep the cream and sugar re-filled. You will work with Kathy Talmage on this.

Clean up

Helping Kathy in the kitchen after the service to gather plates, cups and silverware and generally clean up. We also need someone who can guide people through the composting/recycleing – almost everything is compostable, including the paper plates, plasticware, cups and all food items. See next section for details.

Compost/Recycling Center Attendant – stand at the compost/recycling center at the coffee hours or lunch to educate and help people navigate the use of the special bins (tell people what goes where).

- At 10:00 a.m. look at what has been put into the waste station during the week. Pull out anything from the compost that is not compostable.
- As guests come to the station start stacks for compostable cups and plates.
- If a dishpan is not already at the station to collect coffee cups and silverware in, look in the kitchen and/or ask Kathy. Kathy will check from time to time to see if the pan is full, but if you have a minute you can take full pans into the kitchen too.
- There is a hand-washing sink in the kitchen to use whenever you need to.
- At 12:00 p.m. continue to collect in the stacks of compostables the 10:00 team started. We add them to the bucket at the end after all the food scraps have been added.
- If a dishpan is not already at the station to collect coffee cups and silverware in, look in the kitchen and/or ask Kathy. Kathy will check from time to time to see if the pan is full, but if you have a minute you can take full pans into the kitchen too.
- If the bucket is full, the waste station can be opened and the bucket can be pulled out. There will be a lid below if to place on top and another empty bucket. Please the full bucket in the bottom and the empty bucket on top.
- No need to put the lid on buckets that are not full.
- When all the cups and plates have been cleared from the tables and you are done at the waste station, please wipe down the top of the waste station with a sponge from the kitchen.
- There is a hand-washing sink in the kitchen to use whenever you need to.

Flowers and Chalice – Bring flowers or a plant in to decorate the chancel. Check with Carli in the office or on the sign up sheet on the UCe website (www.ucevanston.org/members) to be sure no one else is signed up. If not, send Carli words for the order of service if you wish by Wednesday.

AV/Tech Team – setting up microphones, turning on the projector and raising screen for announcements before and after services. Be sure to lower the screen before each service begins. Monitor the sound levels during the service. You will be trained by our current sound attendants. If you are able to help with AV and/or sound, please let Eileen Wiviott know.

Welcoming is very important work. There are many people in our local area looking for a community to belong to. Being on the hospitality team ensures that newcomers are greeted warmly. You may notice newcomers looking at pamphlets or at the bulletin board. You might introduce yourself by saying, “I don’t believe we have met. I’m...” Often, they will tell you if they are new. Making yourself available to newcomers before and after the service gives them an opportunity to ask questions and get to know our congregation. Every positive interaction for a newcomer makes a difference.

Welcoming Tips

1. Arrive 30 minutes before the service so that you can participate in the Hospitality Huddle
2. Wear your nametag and a “Welcome” tag.
3. Check the monitor to find out what is happening that day. Point out special opportunities to guests.
4. Know where the children are going to be – starting in Children’s Worship (room 3) or Worship for All Ages.
5. Know where to find the large print hymnals (usually a few on one of the hymnal carts) and assisted listening devices (with the sound system).
6. Once the service starts, a few on the team should stay in the lobby to assist latecomers.
7. After the service, please continue greeting newcomers either in the lobby or at the New Member/Newcomer round table by the coffee.
8. Return your “Welcome” tag before you leave.
9. Help open the door if someone is struggling. Our front doors are heavy! Also, let those with mobility challenges know that we have a lift to the lower level. If needed, find a staff member to help you operate the lift.
10. We value any feedback or suggestions that may come to you as a result of being on the Hospitality Team. Please send your feedback to Eileen Wiviott at ewiviott@hotmail.com or 847-864-1330 x111.

**Thank you for helping to make The Unitarian Church of
Evanston a welcoming place for everyone!**

Conversation Starters (to break the ice)

- "Hi! I'm _____. I don't think I've met you before."
- "What brings you here today?"
- "Why did you select a Unitarian-Universalist congregation to visit?"
- Do you have a nametag yet?

Welcoming

- "Have you lived here long?" (where do you hail from?)
- "What do you do the rest of the week?"
- "Are there any questions I can answer for you?"
- "Tell me about yourself."
- Don't forget to share something about yourself, like why you attend UCE.

Take Them to the Welcome Table

- "We have a Guest and Member Services table over here where you can fill out our guest registry to get on the newsletter list, pick up a newsletter, or take home some pamphlets."
- "If you sign the guest registry, you will have a nametag next time you come."

How to End the Conversation

Finishing up greeting a newcomer can be almost as hard as beginning.

Suggestions:

- Introduce them to someone else
- Lead them to the welcome table to get a newsletter
- Walk them to the coffee and tea area

- If they ask you a question you can't answer, say, "I don't know the answer to that, but perhaps _____ does. Let me introduce you."

What filling out the guest registry gets you (address info is NOT shared outside church)

- Weekly newsletter via email
- A semi-permanent name tag the next time they return
- Information about our church and Unitarian Universalism
- Invitation to newcomer classes
- A letter and a phone call from member

Shy Newcomers

The shy newcomer is someone who does not want to commit to signing the guestbook or even to get acquainted. They're still trying to decide whether this community is one they want to try to get involved with. Instead they:

- Run out at the end of the service (but a quick hello-and-welcome may be okay)
- Don't want to put on a guest nametag (it's an option, not a requirement)
- Don't want to fill out guest registry (it's okay to wait until they want to get the newsletter regularly)

What We All Can Do to Welcome Newcomers

- Wear your nametag. It makes it easier to get to know people. Encourage others to wear theirs, or to sign the clipboard for a new one.
- Bring a friend. Newcomers who come with a friend in the congregation have a much easier time of getting acquainted.

Team Leaders

<u>Team #1</u>	<u>Marty Flint and Marty Morrison</u>
Dates:	June 21, 2015; September 20, 2015; December 20, 2015; March 20, 2015
<u>Team #2</u>	<u>Bonnie Bean and Cathy Deamant</u>
Dates:	June 28, 2015; September 27, 2015; December 27, 2015; March 27, 2015
<u>Team #3</u>	<u>Rachelle Brooks</u>
Dates:	July 5, 2015; October 4, 2015; January 3, 2016; April 3, 2016
<u>Team #4</u>	<u>Jane and Lee Bannor</u>
Dates:	July 12, 2015; October 11, 2015; January 10, 2016; April 10, 2016
<u>Team #5</u>	<u>Jinny Niemann</u>
Dates:	July 19, 2015; October 18, 2015; January 17, 2016; April 17, 2016
<u>Team #6</u>	<u>Jessica Tomell-Presto & CJ Presto</u>
Dates:	July 26, 2015; October 25, 2015; January 24, 2016; April 24, 2016
<u>Team #7</u>	<u>Heather Brown</u>
Dates:	August 2, 2015; November 1, 2015; January 31, 2016; May 1, 2016

Team #8 Michael and Kay Anderson
Dates: August 9, 2015; November 8, 2015;
 February 7, 2016; May 8, 2016

Team #9 Susan and Tom Carlton
Dates: August 16, 2015; Nov. 15, 2015;
 February 14, 2016; May 15, 2016

Team #10 Jim and Linda Clark
Dates: August 23, 2015; Nov. 22, 2015;
 February 21, 2016; May 22, 2016

Team #11 Linda and John LaPlante
Dates: May 31, 2015; August 30, 2015;
 Nov. 29, 2016; Feb 28, 2016;
 May 29, 2016

Team #12 Martha Holman
Dates: June 7, 2015; Sept. 6, 2015;
 Dec. 6, 2015; March 6, 2016;
 June 5, 2016

Team #13 Marybeth Burdelak & Jeff Halldin
Dates: June 14, 2015; September 13, 2015;
 Dec. 13, 2015; March 13, 2016;
 June 12, 2016

“Hospitality has an inescapable moral dimension to it. It is not a mere social grace; it is a spiritual and ethical issue. It is an issue involving what it means to be human. All of our talk about hospitable openness doesn't mean anything as long as some people continue to be tossed aside.”

--Dr. Thandeka, UU theologian

“[Hospitality] is instead a spiritual practice, a way of becoming more human, a way of understanding yourself. Hospitality is both the answer to modern alienation and injustice *and* a path to a deeper spirituality.”
Radical Hospitality: Benedict's Way of Love
by Daniel Holman and Lonni Collins Pratt

We invite all Members of UCE to experience the joy and nourishment of a practice of *Radical Hospitality*. Please do not hesitate to ask questions or share your feedback with the Membership Director or Member Enrichment Team.

Member Enrichment Team Members:
Chris Chambers, Cathy Deamant Paul Gilbert,
Linda LaPlante, Bill Westwood, Eileen Wiviott

March 2015