

*Tempe, Arizona*

*Training Guide*  
*Ministers of Hospitality/Ushers*

***Holy Spirit Catholic Church***  
***All Ministry volunteers must attend the Called to Protect Safe***  
***Environment Training***

Revised February 2015

## ***INTRODUCTION***

This booklet has been prepared for you **special** men and women at Holy Spirit Catholic Church who want to build up the Body of Christ by serving in the ministry of hospitality as an Usher. With hope, this booklet will increase your awareness of the importance of ushering at Mass and how each of us can become true Christian models to the Holy Spirit community by our actions. Since Vatican II hospitality has become very important and is another reason this booklet has been created. It provides recommended ushering procedures at Holy Spirit based on current Catholic literature and from our input during the last few years. Please continue to provide constructive comments as we strive to continuously improve service to our community at Holy Spirit.

### **BEING A MINISTER OF HOSPITALITY (USHER)**

The role of the **Usher** in today's church community is more important than ever before because the church is now more aware of hospitality at the celebration of the Eucharist which we call the Mass. We ushers, as part of the community of worshipers, are called to be a Minister of Hospitality because we **serve** the community at Holy Spirit Church by:

- **Welcoming** parishioners and visitors by making each person feel comfortable, as Jesus himself would welcome us with a greeting,
- **Creating** an atmosphere of friendliness and love that builds up the body of Christ,
- **Sharing** our faith as Christians and members of the community when listening, praying and singing during the Mass,
- **Caring** for those people who have special needs, such as, the sick, elderly, and the needy (crutches, walkers, and wheelchairs),
- **Giving** each person a personal farewell as they depart.
- **Gathering** and securing the collections.
- **Guiding** the Gift Bearers.

We ushers, as ministers of hospitality, **must have** the natural gift of hospitality since we are the **first** and the **last** persons that most of the worshipping community comes in contact with during the Mass. We are the ones to whom young children and adults look as adult Christian **models**, and **representatives** of Holy Spirit Church.

The Usher as a Minister of Hospitality has a great responsibility as has been discussed above and each one of us should welcome the challenge that comes from wanting to serve the community at Holy Spirit Church.

## **SEVEN STEPS OF USHERING AND GREETING AT HOLY SPIRIT**

### **STEP #1: PREPARING THE WORSHIP AREA**

- **Be at church** at least 20 minutes before the Mass begins
- **Find Substitute-** trade service times with other ushers if you are unable to server on your scheduled date. Ushering is a commitment. Not just a “if I am available” kind of commitment.
- **Look Your Best-** dress appropriately so that it is not distracting. **Bermudas and/ or Tank Tops/ Tee Shirts are not acceptable.** Please wear slacks (**no blue jeans**) and a shirt or a pullover with a collar. No flip-flop shoes, sandals, or tennis shoes.
- **Women-** No revealing or indiscreet attire. No minis, tanks, or low cut blouses.
- **Wear Your Badge-** this allows the community to identify us. All badges are available in the Ushers room in the top drawers. (See church map page 7.)
- **Light the Altar Candles-** if the candles have not been lighted at least 10 minutes before Mass begins. Lighters are in the Sacristy room. (See church map page 7.)
- **Check Liturgy Requirements-** is there to be a special 2<sup>nd</sup> collection? Is there a special communion flow of the people for this particular Mass, i.e., special occasions such as First Communion, Baptism, RCIA, or Confirmation?
- **Plan Activities in Advance-**neatly place **Collection baskets** at the appropriate locations **before** the Mass begins so that it does not become a distraction during the Mass. Bulletins will be available only after the Mass. **Bulletins will be stored in Ushers Room in the Church.**
- **Select Gift Bearers-** ask a family if they would like to bring the gifts to the Altar during the Gift Offering. Please Coordinate this effort with the other users **before** Mass begins. Try to select a different family each Sunday. **NOTE:** Please make sure the gift bearers are not wearing shorts, tee shirts, jeans, very casual or gym attire.

### **STEP #2: WELCOMING THE COMMUNITY**

- **Greet All People-** all worshipers should be given a welcome greeting and if possible, address them by name. It is very important to extend our hospitality to all. Please stand at the main and side (west end) inside doors to welcome parishioners and visitors.
- **Attending to Special People-** be alert to the elderly and the handicapped for special needs, such as directing and providing aide to seat them in back pews.
- **Seating Late Comers-** **Do not** seat anyone during the **Readings or the Gospel.** It is very important to seat them during the times that people are **transitioning** between sitting and standing. We should **only** direct them to areas where seats are available during the readings. We must make every effort **not to distract** the reader or the Priest.
- **Standing Person-** Please encourage people not to stand in the back of church against the wall. Fr Thomas wants us to keep people from standing in the back especially when seating is available. Please use discretion when doing this. **Note:** *No one is allowed to stand or sit in front of the “Crying Room” window.*

### STEP #3: LISTENING WITH THE COMMUNITY

- **Show Reverence-** Ushers should make every effort to make the worship area as reverent as possible. Unnecessary talking distracts. If ushers need to speak to each other it should be done in a **whisper!!!**
- **Be Sensitive-** treat all worshipers, especially “moody” or “argumentative” people with tact. Children and young adults should be treated with some sensitivity so as not to cause a “scene”.
- **Be Attentive-** to the Word during all the **Readings** and the **Gospel**.
- **Be at your Ushers Station-** Please stay at your usher station (one of four possible stations during the Mass). This allows latecomers to recognize who the ushers are and whom to contact if there is an emergency. Staying at your station also allows you to quickly see if one of our parishioners needs attention in the case of an emergency. There should be two ushers at the main entrance, one at east and one at the west door. If five ushers are available he/she should remain with the collection when taking the collection.

### STEP #4: GATHERING THE COMMUNITY GIFTS

- **Taking the Collection After Petitions-** the collection should be taken **only** after the Priest sits down following the prayer petitions (General Intercessions)
- **Taking Up Collection-** conduct this activity in an organized and reverent manner making every effort not to “**show**” any perceived “**judgment**” when people do not put anything into the basket or when they put in some “**extra**” change.
- **Gathering All the Collection-** one usher (the 5<sup>th</sup> usher if available) should gather all the baskets and empty them **quietly** into the large sealed depository bag at the back of the Church.
- **Guiding the Gift Bearers-** an usher **should meet** the Gift Bearing family and hand them the Bread and Wine when the Priest is ready for the Gifts. The 3<sup>rd</sup> person carrying the collection basket will follow **behind** the couple carrying the Bread and Wine. The Priest/Deacon and Usher bow to each other to acknowledge the Gift. The collection is then taken to the safe and deposited. **Two Usher members are required** to take the collection to the safe. We should thank the family after they have returned to their seats. This is very important!!

## STEP #5: SHARING WITH THE COMMUNITY

- **Take an Active Part during the Mass;** - take an active part during the whole Mass unless conducting usher activities so that the community sees and hears their ushers praying, singing, kneeling and standing with the community.
- **Joining Hand @ the Lord's Prayer**-join hands with the community in the area that you are serving. This lets the community know that we are involved.
- **Sign of Peace**-share a sign of God's Peace with those around your area.
- **Directing Communion Procession**-direct community on each side of the aisle so that the communion procession flows smoothly in an organized manner.
- **Attending to Special People**-be alert in case some elderly or handicapped person wants to have a Eucharistic Minister bring them Communion.
  - **Note:** Direct the Eucharistic Ministers who first serves the choir to bring Communion to the handicap and to the elderly.
- **Securing the Collection- one usher is to take the large collection basket and take it to the safe with one other usher. This two usher policy is very important and mandatory!**
- **Distributing the Bulletins to the Front and Side Doors- After communion and the purification of the vessels** one usher should take out the Sunday bulletins from the usher room and give them to the ushers at the two front and two side doors. There should be 4 ushers distributing Bulletins after Mass: two at the main entrance doors and one at each of the side doors. To enhance the exiting, the narthex entrance doors need to be placed in the open position until most of the parishioners have left.

## STEP #6: DEPARTING WITH THE COMMUNITY

- **Issue Bulletin-** Greet each person with a farewell while handing out a copy of the bulletin.
  - **Note:** The **East Doors** can be temporarily opened by pressing the Handicap Push Bar, **DO NOT** use this Push Bar to keep the doors open when the community is departing after Mass. The two doors can be permanently opened by pressing the "**BLACK**" switches located on the inside surface of the control boxes above the doors. Do not touch the "**RED**" switches. When everyone has left the church then again press the two "**BLACK**" switches and the doors will close.

## **STEP #7: CLEANING AND CLOSING THE WORSHIP AREA**

- **Return all Bulletins-** return all the bulletins to the usher closet. Do not leave any bulletins on the table located just across the main doors inside the Church.
- **Final Cleanup-**clean all pews of paper so that the next liturgy can begin with a clean area.
- **Return Badges to rack located in the Ministry room.**

**“Welcome one another as Christ welcomed YOU”**

(Romans 15:17)

## **EMERGENCY PROCEDURES**

**CAUTION: Do not attempt to move victim (or let anyone else move the victim) if there appears to be doubt as to what is wrong with him/her or if a head injury has occurred. If the person can walk with assistance take them to the Sacristy. Do not hesitate to call 911 immediately if you feel the person needs assistance. It is better to be safe than sorry!!!**

**NOTE 1: If it is a grave emergency inquire if a doctor or nurse is in attendance at the Mass by quietly asking the Priest to question the community.**

**NOTE 2: There is an EMERGENCY RED LIGHT BUTTON located on the wall next to each side door. This button when pushed will notify 911 and the location of the church will be automatic. WARNING: Please KEEP CHILDREN AWAY from these red lighted buttons so that they do not get pushed accidentally.**

- **Church Location:** 1800 E. Libra (corner of McClintock & Libra) in Tempe, Arizona 85283
  - **Type of Emergency:** Fainting, vomiting, unconsciousness, heart attack, choking, etc.
  - **Your Name and other personal information**
- **Medical Emergency Kit-** along with a blanket, pillow, vomit bags, broom and dust pan are located in the Ministry Room.
  - **AED and training brochure are available in the Priest Sacristy (inside corner bottom cabinet).**

**Emergency Doors are on East and West Walls-** use the East & West exit doors to meet and direct emergency personnel to the victim. Usher may want to meet the emergency personnel in the alley behind the main church so that either the East or West exit doors can be used to get to the person needing medical assistance.

**NOTE: PLEASE FAMILIARIZE YOURSELF WITH THE LOCATION OF THE 911 BUTTONS, FIRE EXTINGUISHERS, THE MONEY SAFE, AND THE AED.**