Hospitality Minister Guidelines

PURPOSE: The purpose of the ministry of Hospitality is to welcome and provide guidance to our faithful community as they arrive for services at SJV Catholic Church, A Light On Finn Hill. This ministry is extremely significant in setting the welcoming tone for our celebration of the Mass, the Breaking of Bread, as a Catholic community. We are welcoming to all.

ROLE: We see this as being a multi-faceted approach. There are a minimum of three roles at each Mass/Celebration. These are the three positions.

1. **Greeter #1 -** Hospitality Section #1 – close to the Baptismal Font
   1. Arrives 20-30 minutes before Mass is to begin.
   2. Stands in doorway to Nave and hands out weekly bulletins.
   3. Along with the Greeter #2, pick 3 people (can be from one family or separate people) to be Gift Bearers.
   4. Provides support to Section 1
      1. Passes out and receives basket in the three seating areas of Section 1 during the Offertory. Consolidates baskets and puts contributions in the processional basket. Put empty baskets back in location under seat of first set of pews.
      2. At communion helps usher congregants to Eucharistic Minister releasing pew by pew. (this also is a welcoming/inclusive way of greeting our faithful)
      3. Pay attention to those that need to have the Eucharist brought to them and escort E Minister to them. Those needing this service are more likely to be sitting in this area.
2. **Nave Greeter** - Hospitality Section #2 – middle section of seating
   1. Arrives 20-30 minutes before Mass is to begin.
   2. If not yet unlocked, unlock the glass “Doors of Heaven” with the hex key on the left-hand side of the doors. Then, position yourself in the Nave by the doors to greet everyone as they come into the church. A smile and a warm welcome extended to everyone.
   3. As the Priest and the Altar Servers make their way to the “Doors of Heaven”, open them full swing and flip down the door stops. After the procession makes it all the way to the steps of the Sanctuary, release the stops and allow the doors to close.
   4. Provides assistance as needed. Also, on very busy/full Masses you will need to encourage people to crowd together in the pews and make room for as many as possible. Work together to get people seated.
   5. Provides support to Section 2
      1. Passes out and receives basket in the four seating areas of Section 2 during the Offertory. Organizes consolidation of money baskets and puts contributions in the processional basket. Coordinates the Gift Bearers to process gifts to priest. Put empty baskets back in location under the seat of first set of pews.
      2. At communion helps to usher congregants in Section 2 to the Eucharistic Minister releasing pew by pew. (this also is a welcoming/inclusive way of greeting our faithful)
      3. Pay attention to those that need to have the Eucharist brought to them and escort E Minister to them. Not as likely in this section but just in case, we don’t want to miss anyone.
      4. Immediately following the completion of the Recessional Song, along with the Narthex Greeter, together pick up the Gift Basket from in front of the Altar and take it back to the Sacristy to put in the safe in the closet next to the large drawer area. There are instructions with paperwork to be signed then place in the bag, seal it and deposit it in the safe making sure it drops all the way in. Close and make sure the closet door is locked. Two people must always be in attendance for any money handling. In an unusual circumstance of no other hospitality person, make sure you pull a non-related person to assist you with getting the money in the safe.
3. **Narthex Greeter #2** - Hospitality Section #3 – section by the choir
   1. Arrives 20-30 minutes before Mass is to begin.
   2. Stands in Narthex by entry doors to greet everyone as they enter the building. A smile and a warm welcome extended to everyone. Make sure all young people entering receive a Magnifikids.
   3. On very busy/full Masses you will need to help out in the Nave to encourage people to crowd together in the pews and make room for as many as possible. Work together to get people seated.
   4. Provides support to Section 3
      1. Passes out and receives basket in the four seating areas of Section 3 during the Offertory. Consolidates baskets and puts contributions in the processional basket. Put empty baskets back in location under the seat of first set of pews.
      2. At communion helps usher congregants to Eucharistic Minister releasing pew by pew. (this also is a welcoming/inclusive way of greeting our faithful)
      3. Pay attention to those that need to have the Eucharist brought to them and escort E Minister to them. Not as likely in this section but just in case, we don’t want to miss anyone.
      4. Immediately following the completion of the Recessional Song, along with the Nave Greeter, together pick up the Gift Basket from in front of the Altar and take it back to the Sacristy to put in the safe in the closet next to the large drawer area. There are instructions with paperwork to be signed then place in the bag, seal it and deposit it in the safe, making sure it drops all the way in. Close and make sure the closet door is locked. Two people must always be in attendance for any money handling.
4. **All Hospitality Greeters:**
   1. Being upbeat and happy is contagious. Let everyone know they are welcome! While we love to connect with our church “family”, **please be careful not to get too involved in personal conversations so that everyone feels included and welcomed.** For everyone entering, say something, “Welcome to Mass” or “I am glad you are here tonight” or “Thank you for coming” are all good choices. It is okay to point out particular appreciation to families with young kids for coming, “I know how hard it is to get out the door – thank you for making the effort.”
   2. Pay attention to anyone that needs special consideration. Offer your assistance.
   3. After the Mass, please make a sweep through the pews and straighten them up for the next Mass. Pick up any noticeable debris to include handouts. If handouts can be reused, please put them back on the stack in the Narthex. Put all the others in the blue recycle bin.

**THANK YOU ALL FOR YOUR COMMITMENT TO THIS VALUABLE MINISTRY**