

# Abundant Harvest Church



## Greeter Handbook

Po Box 155 Duncannon, Pa. 17020  
Located at: 510 New Bloomfield Rd  
717-834-5444 [www.aharvest.org](http://www.aharvest.org)  
Pastor Matthew Zang

## **GREETER**

Some people feel that greeting is not as important as other ministry responsibilities. Actually nothing could be further from the truth. Think about this example. You are a visitor coming to our church for the first time and find the following: An unfriendly, unpleasant person with breath that smells like onion soup and hair that looks like a squirrel's nest standing at the door ignoring you because he or she was too busy talking to their friends; No one shows you around the church so you don't know where the rest rooms are, or where your children should go for children's church. Therefore you are late for the service and come in after the praise and worship has already started. At this point you're too embarrassed to go up front for a seat, so you sit in the back. Can you imagine how you as a visitor would feel by the end of the service? You would probably not feel welcomed and likely not return again.

Now think about this example: When you arrive you find a well groomed, friendly pleasant person standing by the door waiting just to greet you. You are then enthusiastically welcomed into the church, asked your name, with a firm handshake you are given a visitors packet and offered a tour of the church. Then you are escorted to the children's ministry and introduced to the children's church leader. The person in the second case is much more likely to return again.

## **COORDINATOR RESPONSIBILITIES**

The coordinator of the greeter ministry will have the following responsibilities:

- Receive instructions from the Pastor or Executive Pastor
- Delegate individuals to carryout those instructions
- Brief pre-service prayer before every service
- Teach and train greeters how to fulfill delegated responsibilities
- Be able to show appreciation to those under their charge often and in various ways
- Keep open communication with the greeters under your care
- Don't overwork greeters. Have a rotating schedule to prevent burn-out. If you are short on personnel inform the Executive Pastor

The coordinator must be loving, kind, compassionate, dependable, devout to responsibility and authoritative. He or she must be able to discern attitudes of people, be consistent in decisions, wise in council and continually seek the guidance of God when making decisions.

## **FIRST IMPRESSIONS**

As a greeter you are the first impression of our church and to some the first impression of Jesus Christ. Therefore your compassionate smile and friendly attitude will help them form a good opinion of our church and the Lord Jesus Christ. Because you are the first person to make an impression on our visitors we require the following dress code:

- Greeters are required to be neat and clean in appearance when scheduled to serve. They should be well groomed, clean cut and wear nice casual clothing
- Suits are permitted but not required
- Jeans are allowed but should be in very good condition, not faded with no holes or strings
- Only Christian T-shirts are permitted and they should be in very good condition not severely wrinkled, torn or faded

- Body piercing will not be permitted with the exceptions of ear rings and small studs. If you are not sure ask your coordinator for further direction
- Men are not permitted to wear tank tops, shorts, sweat pants or flip flops.
- Women should be tastefully dressed. No mini skirts, shorts, tank tops, sweat pants or revealing shirts should be worn. Skirts should be at or below the knees. Women are permitted to wear decorative open footwear
- It is important that you have fresh smelling breath. A breath mint is acceptable but we ask that you do not chew gum since it is annoying to the person you are speaking with and you may also inadvertently spit on them.
- Do not wear too much perfume or cologne as some people are allergic to them.

*\* If a greeter arrives and does not meet the above guidelines they will **not** be permitted to greet in that service.*

## **GREETER POSITIONS**

- Attendance – Expected to be present when scheduled. If a greeter cannot fulfill their commitment they should notify the Coordinator as soon as possible. A no call, no show without notification or habitual tardiness may result in being removed from monthly schedule. If there is a problem and the Coordinator is not available go to the Head or Control Usher.
- Outside Greeter - There should be one greeter for each door. This person will not leave their post for any reason and will be careful to not crowd the door. Their job is to open the door and greet everyone who comes in. The primary purpose of an outside greeter is to:
  - Open the door
  - Smile and firmly shake hands with everyone that enters and if they extend a hug reciprocate it. (see section on proper body contact)
  - If a special needs person is dropped off at the door please assist them in entering the building and direct them to an inside greeter
  - If a person is dropped off at the door and it's raining extend an umbrella as they enter into the building
  - If you do not recognize a person ask them if they are a first-time visitor, if they are, greet them and then direct them to an inside greeter. If you do not see an inside greeter attending to the visitor(s) you may temporarily leave your post to inform an inside greeter of their presence. It is our hope that the inside greeters will be alert and not need to be informed but rather be ready to immediately step in to escort the first-time visitor
  - Greeters should be ready to greet by 9:15am and stay at your post until 10:10am
- Inside Greeters - There should be one inside greeter for each door, and an alternate inside greeter available to step in when one of the other inside greeters are giving a tour of the building. This will insure that there is always an inside greeter available to give personal attention to anyone who enters. The primary purpose of an inside greeter is to:
  - Smile and firmly shake hands with everyone that enters and if they extend a hug reciprocate it. (see section on proper body contact)
  - Greeters should be cautious to not be so involved with their friends that you are not making personal contact with everyone who enters.
  - If you do not recognize a person ask them if they are a first-time visitor, if they are, give them a visitor pack and ask them if they would like a tour of the building. Make sure when you leave your post that there is an alternate greeter to fill your post.

- If they do not want a tour, tell them where the rest rooms are located and if they have children ask them if they would like to take them to children's church. If they do want to go to the children's church direct them to the children's church wing and thank them for visiting AHC.
- If they do want a tour, escort them through the building pointing out where the rest rooms are located and if you see any pastors introduce them. If they have children end the tour at the children's church wing. Ask them if they have any questions or if they need any more assistance. If they do not return to your inside greeter post.
- It is very important that greeters are very attentive to the body language of those they are attending to. Some people appreciate a lot of attention, while others would rather be on their own. Be sensitive to the person's demeanor and then make a judgment call of how to make them feel comfortable.

## **PROPER BODY CONTACT**

One area where greeters sometimes get themselves in trouble is the area of hugging. It is important to remember that not everybody is comfortable with a hug; we do not initiate hugs as greeters. When a person is unknown by the greeter a firm handshake and a nice smile is a satisfactory welcome unless the individual initiates the hug then the greeter can reciprocate using the "A Frame Hug".

- The "A Frame Hug" is the only acceptable and proper hug to be used at AHC. If they initiate a hug, begin by shaking hands, while shaking hands, touch shoulder to shoulder and with your other hand touch their upper back while briefly embracing them. This prevents you from having full body contact which in some cases gives place to the devil.

## **CONCLUSION**

The primary responsibilities of a greeter are to make all people feel welcome and also to give first-time visitor a positive experience. You are the First Impression.

**Note:** As Abundant Harvest Church grows these guidelines are subject to change.