



Greeter's Handbook

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

The Importance of Greeters

Greeters play a vital role in forming a visitor's first impression of our church and, to some, their first impression of Jesus Christ.

Imagine yourself a first-time visitor to Abundant Harvest Church and consider these scenarios:

Scenario 1: An unfriendly, unpleasant person with breath that smells like onion soup and hair that looks like a squirrel's nest is standing at the door ignoring you because he or she is too busy talking to friends. You don't know where the restrooms are or where your children should go for children's church because there was no one to show you around. Therefore As a result, you're late for the service and enter after praise and worship has already begun. People are milling about shaking each other's hands, so you can't even choose a seat until everyone makes their way back to theirs. At this point you're too embarrassed to go up front for a seat, so you sit in the back.

Scenario 2: You arrive and are immediately greeted by a well groomed, friendly, pleasant person waiting by the door. You are enthusiastically welcomed with a firm handshake, asked your name, given a visitors packet, and offered a tour of the church. You are introduced, by name, to the Pastor, who happens to be standing nearby. You are escorted to the children's ministry and introduced to the children's church leader. You enter the sanctuary before the service begins, find a seat, and are warmly greeted by members of the congregation during the first worship song.

In which of these scenarios would you be likely to return?

First Impressions

Your warm smile and friendly demeanor will go a long way in helping our visitors form a favorable opinion of our church and of the Lord Jesus Christ. As the first person to make an impression on our visitors, you are required to abide by the following dress code when scheduled to serve. A greeter not meeting these guidelines will **not** be permitted to greet in that service.

- Must be well groomed, neat, and clean, and dressed non-provocatively.
- Attire should be nice, neat, and casual.
- Shorts and jeans are allowed but should be in very good condition, not faded, and 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 be permitted, provided it is tasteful, modest, and relatively inconspicuous. Appropriateness will be determined by the Coordinator on a case-by-case basis.
- Men are not permitted to wear tank tops or sweat pants.
- Women should be tastefully dressed. No miniskirts, tank tops, sweatpants, or revealing shirts should be worn. Skirts should be at or below the knees.
- Fresh breath is important. A breath mint is acceptable; chewing gum, however, is not because it can annoy some people.
- Go lightly on perfume or cologne, as some people are allergic.

Attendance

Greeters are 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 the monthly schedule.

Greeter Positions and Responsibilities

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

Outside Greeter

There should be one greeter at the main entrance. 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, whether regular or visitor. The primary purpose of an outside greeter is to:

- Open the door.
- Smile, greet, and firmly shake hands with everyone who enters and, if they extend a hug, reciprocate. (see section on proper body contact).
- Assist special needs persons in entering the building and direct them to an inside greeter.
- When raining, extend an umbrella to individuals dropped off at the entrance.
- If you do not recognize a person, ask if they are a first-time visitor; if they are, 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 9:15 a.m. and stay at their post until ten minutes after the start of the service.

Inside Greeter

There should always be two inside greeters so that while one is giving a tour of the building, another is always available to give personal attention to anyone who enters. The primary purposes of an inside greeter are:

1. Smile, greet, and firmly shake hands with everyone who enters, and if they extend a hug, reciprocate. (see section on proper body contact)
2. Greeters should be cautious to not be so involved with their friends that they are not making personal contact with everyone who enters.
3. If you do not recognize a person, ask if they are a first-time visitor; if they are, welcome them, introduce yourself, ask their name, give them a visitor's pack and ask them if they would like a tour of the building. Make sure another greeter is on hand before leaving your post.
 - a. If they do not want a tour, point out the locations of the restrooms and, if they have children, ask if they would like you to take them to children's church or nursery. If they do, direct them to the children's check-in kiosk. Remember to always thank them for visiting.
 - b. If they do want a tour, escort them through the building.
 - i. If you see any pastors, introduce them.
 - ii. Point out the restrooms and water fountain.
 - iii. Invite them to help themselves to coffee, tea, hot chocolate, and snacks.
 - iv. Give a brief history of the church (started as a small home Bible study in 1999, rented a downtown storefront and launched a church with 12 founding members; moved to our current building in 2009).
 - v. If they have children, take them as far as the door of the nursery and/or children's church (based on the ages of their children) and introduce them to the children's pastor / teacher / nursery worker. Do not take them *into* the children's rooms. Mention that their children may stay with them in the sanctuary if they prefer. If they would like their children to participate in the children's ministries, escort them to the children's check-in kiosk, introduce the attendant, point out the sanctuary, and end the tour.
 - vi. If they have children in grades 5 through 12, show them the family room and tell them about the Wednesday night Home Harvest Group for students.
 - vii. Escort them to the sanctuary.

- viii. Ask them if they have any questions or if they need any more assistance. If they do not, return to your inside greeter post.
4. It is very important that greeters be 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 make a judgment call of how to make them feel comfortable.

Proper Body Contact

It is important to remember that not everyone is comfortable with a hug. *Greeters do not initiate hugs.* When a person is unknown by the greeter, a firm handshake and a warm smile constitute a satisfactory welcome. If the individual initiates a hug, 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. Begin by shaking hands and, while still holding the person's hand, touch shoulder to shoulder and with your other hand touch their upper back while briefly embracing them. This prevents full body contact, which, in some cases, gives place to the devil.

Disruptions

If a person is causing a disruption, see the head or control usher, coordinator, or Administrative Pastor.