



St Paul's & St George's Church

Welcoming

**'Welcome one another just as God has welcomed you in Christ'
Romans 15:7**

How a new person is welcomed will speak a 1000 words to that person of who we are as a church and who this Jesus is that we proclaim.

God warmly embraces everyone - the lost, the lonely, the hurting, and the poor. Welcoming is a service we offer through which we extend and embody the gracious welcome of God to all.

Welcoming is a privilege and is shared by all who follow Christ so that our community may be characterised by the open, generous and warm greeting of others.

Welcoming at P's and G's

General

- Please arrive 30 mins before the service begins. Stay until the majority of people have left the church. Put on a Red T-Shirt/Gillet/Fleece and a Lanyard – it really helps identify you.
- Your team leader will tell you where they want you to be:
 - You may be a primarily GREETING, though will still need to STEWARD during the service
 - Or you may be asked to be inside the church WELCOMING & STEWARDING
 - Showing people to their seats
 - Introducing new people to others etc.
- Pray together.
- Please do not sit down until the 2nd / 3rd song, so that late comers are welcomed.
- Look out for people before, during and after the service who may be new or on their own
 - Welcome them, tell them about church/yourself
 - Introduce them to others
- Sit them next to/near you, if you are unable to fulfil your duties on a given Sunday due to holiday/illness please ensure you find a replacement and inform your Team Leader of the change
- It is your responsibility to find a replacement, not your Team Leaders.
 - Use the distribution email address: welcome_teams@psandgs.org.uk

Task 1 (min 1 @ 9am, 2 @ 11am & 7pm services)

- Ideally we would love one person to stand outside the foyer.
- Everyone else stand in the foyer.
- Remember, you are the first point of welcome and information.
- Smile!
- Hand out notice sheets.
- If you spot people who are new, take them through to other team members inside the church and help them get orientated.
- At the end of the service: One of those greeting should go immediately to the foyer to say goodbye, ensure any newcomers have been picked up / welcomed properly.

Task 2 (min. 2 @ 9am, 3 downstairs and 3 upstairs at 11am and 7pm)

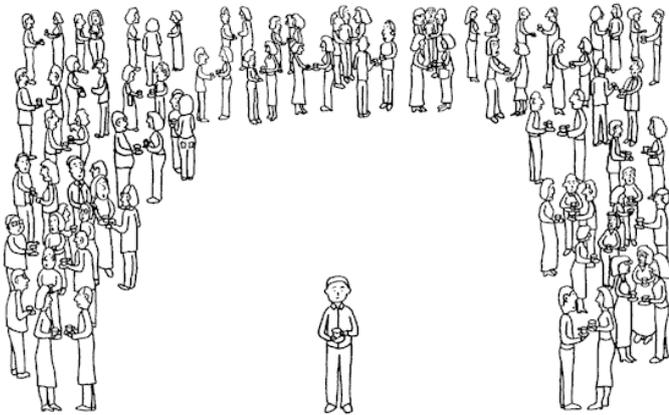
- At least 1 person at/around the information point.
 - Before the service: Check the welcome table
 - Ps&Gs leaflets etc.. from the box
 - Check the Ps&Gs and External stands
 - Throw out (recycle) out-of-date materials
- Welcome people at entrance to or in the main part of the church.
- Roam looking for newcomers or people on their own **before**, **during** and **after** service.
- If you cannot find anyone for newcomers to sit with, please sit them near you.
- Ensure new people are comfortable and know where loos are, what children's groups there are and that then are happy with the format of the service / know a little bit of what to expect.
- At the end of the service:

- At least 1 person stand at information point.
- At least 1 person walk around ensuring new people have been picked up:
 - Are people on their own are ok?
 - Do people need someone to talk with?
 - Do they want to pray with someone?
 - Do they want to go to coffee?
 - Do they want to find out more about getting connected to the church?

Connect people with others

AFTER-SERVICE COFFEE

THIS IS THE TIME WHEN NEWCOMERS CAN GET TO KNOW THE CONGREGATION



CartoonChurch.com

- The best way is for you to introduce them to others.
 - Seat them next to someone and introduce them.
 - Take them to a connect group leader or someone you know who goes to a connect group.
 - Take them to coffee and introduce them to someone.

Taking people's details

It is really important that we take people's information early, preferably on their first visit, as part of the welcome is what happens in the week following their first visit to Ps&Gs.

- Please encourage people to either fill in a welcome form or take their details immediately on the new iPad/Tablet form, or the paper Connect form.
- In the comments section, or one the back of the form, please write any extra information that you think it would be helpful for us to know, in order to welcome them properly.
- On the iPad/Tablet also show people the website and the '**New to Ps&Gs**' section.

Task 3

Prior to service

- Collect your offering baskets and stewarding pack (containing fire marshal jacket) with reserved sign for your designated seat.
 - Steward seating positions are indicated on the 'Offering Uptake and Seating Positions' plan located next to the offering baskets.
- Find out when offering is to be taken.
- Find out if it is a Communion service as you will need to usher during this.
- Check if any reserved seating needs to be allocated E.g. baptism.

- Familiarise yourself with the notice sheet.
- Are there any special leaflets or magazines to be handed out before or after the service?
- All to get into position.
- Welcome people/show them to available seats in your designated area.
- In order to avoid disturbance to the services please ensure that side doors to the extension on both levels are closed before services begin.
- Check for spare seats and guide latecomers.

Duties during service

- Help with offering uptake:-
 - Offering is usually from front to back. See the 'Offering Uptake and Seating Positions' plan for guidance.
 - Once collected, meet Team Leader and Caretaker in Stair 1.
 - Caretaker and team leader will take money together to safe.
- Steward people out of the building in the case of an emergency (see Fire Escape Strategy appendix).
- Usher during Communion:-
 - Downstairs:
 - Please walk forward to the front, whilst the communion assistants are taking communion.
 - Take a seat on the front row.
 - When the communion assistants begin to take their positions, stand and get ready to direct everyone
 - Direct people so that there is a flow, out of the aisle on one side and back at the other
 - Upstairs back-balcony:-
 - Prior practice has been to direct people from the back row first, this is not a rule; feel free to experiment!

Duties at end of service

- Look out for people who may be new or on their own, welcome them, offer them coffee (if available) and introduce them to others etc. You may want to stand at, or near, the information point.
- Clear up notices, cups, flyers, bibles and any other items in the seats, aisles or foyer.
- Put offering baskets, steward's pack (including fire jacket), reserved signs, leaflets and lanyards away in relevant location.
- Please fold your t-shirt/gilet/fleece neatly and put it back where it came from



Responsibilities relevant to specific roles in the Welcome Team

Team Leaders

As well as the duties and information relevant to all Welcome Team members above, the Team Leader should:

- Arrive 35 minutes before service to familiarise with service running order and anything else from office (in specified folder in blue box).
- Try to speak to the service leader about the service, in case there are any last minute changes.
- Check who the caretaker is.
- Organise team meeting and prayer 30 minutes before service.
- Arrange how offering uptake is done (in case someone has not turned up). Use 'Offering Uptake and Seating Positions' plan for guidance.
- Arrange how ushering is done during Communion.
- Arrange who will do each roll: Greeting (on the door) , Welcoming (in the building)
- Ensure seating is reserved. if required (e.g. Baptism). If so, place "reserved signs" on front rows.
- After offering uptake, meet team at bottom of Stair 1. It is your responsibility, for accountability and safety purposes, to go with the Caretaker to secure the offering in the safe. You are to hold the money and place it in the safe.
- Ensure that everything is put back in the right place.
- Organise a headcount for each service and enter in the book provided in the Welcome Box.

More general Team Leader responsibilities include:

- Make sure everyone on your team knows what needs to be done (this requires you to know what each role involves).
- Familiarise yourself and your Stewards team with the Fire Escape Strategy (see appendix). Note: the Stewards in your team have a major role in ensuring people leave the building as quickly as possible in the event of an emergency.
- Be the key point of contact between Welcome Team leadership and your team members.
- Be aware of any procedure changes and pass these onto your team (you will be informed of any changes). Also, report back on any processes that aren't running well.

- Know your team strengths and encourage them in these. If there are areas of weakness, gently work to resolve them (people turning up late etc).
- Train new team members
- Know where items such as information boxes, badges, reserved seating labels and offering baskets are kept.
- Check that the doors at the bottom of the stairs to the balcony, are open (by magnets).

Other useful information relevant to all Welcome Team members

Children at the end of the service:

- Please ensure no children leave the building un-attended.
- Keep an eye out for children running on the balcony etc.

The Lift

- Located near the Broughton Street entrance of the church. THE LIFT IS ONLY FOR USE OF THOSE IN WHEELCHAIRS OR THOSE WITH MOBILITY DIFFICULTIES. The lift is kept locked. The caretaker has keys and will accompany anyone requiring use of the lift.

Hearing loop

- The hearing loop is available in the centre aisle of the main church space. It operates automatically. It is most effective near the stone pillars so please encourage users to sit downstairs in the central seating block.

Wheelchair access

- Through the main entrance. However, there is also a ramp from Broughton Street to the rear church entrance.
- Encourage wheelchair users and those with mobility difficulties to sit on the lower level for ease of fire exit. Ask them where they would like to sit and move chairs accordingly.

Health and Safety

- **Fire Escape Strategy** – see separate document
- The First Aid Kit and accident book are in the kitchen.
 - In the event of an accident or incident please log details in the accident book.
 - Contact the first aider (often the Caretaker, or a member of staff)
- Watch out for people (especially children) causing safety issues, running, going onto the stage, hanging on the balcony rails etc. Warn them if they are being unsafe.
- Keep children away from the glass of the gallery.
- No running in the gallery.
- No hot drinks on the gallery.
- Do not leave valuables unattended.
- Be aware of the possibility of someone causing trouble and be ready to offer support to the caretaker/approach a congregation member for help if the situation arises.

Welcome Team Manual - Appendix

Fire Escape Strategy

As a Steward, it is your responsibility to assist people to leave the building as quickly as possible in the event of an emergency. **Familiarise yourself with your role in this Fire Escape Strategy and follow it in the event of a fire:**

- You **MUST** put on a fire marshal jacket. These are located in your stewarding pack which you will have collected before the service.
- Stewards are responsible for holding doors open and managing the flow of congregation from their designated area out of the building.
- Please see '*FIRE ESCAPE STRATEGY*' map as a guide to which exit route to use:
 - **Stewards** will direct the congregation from the main part of the church out of the main foyer doors and York Place exit.
 - **1 Steward** will direct the North Seating block on the ground floor, down Stair 3 and out of the Broughton Street exit.
 - **Upstairs stewards** will direct the congregation from the North Gallery upstairs, out of the door at the front left of the church and down Stair 3 and out of the Broughton Street exit.
 - **Upstairs stewards** will direct the congregation from the West Gallery upstairs, down Stair 1 and out the main foyer doors.
 - **Upstairs stewards** will direct the congregation from the South Gallery upstairs, down Stair 2 and out the York Place exit.
 - The children's groups leaders are aware of the exit strategy and will be responsible for directing children out through the ground floor exit at the top of Stair 4.
 - Those in the gallery with mobility difficulties must wait at the refuge points (situated at the top of each stair) press the help button and await assistance. Stewards and staff are responsible for returning to help those in need when the main flow of congregation have exited the building.
- Stewards and Staff will direct congregation to assembly points.
There are **two assembly points**:
 - On **York Lane outside the Customs & Excise building** (for those exiting the building on York Place)
 - At the **front of St. Mary's Cathedral** by the bronze hand/foot statue (for those exiting the building on Broughton Street).
- The caretaker and other elected staff members are responsible for checking the building after the last person has left the building.
- **If the alarm has not been activated call the fire brigade.**