

**OR HAOLAM MESSIANIC CONGREGATION**  
**OVERLAND PARK, KANSAS**  
**HOSPITALITY MINISTRY**  
**GREETING-USHERING GUIDELINES**  
**JULY 21, 2017**

### **Introduction**

**Vision:** To build a team of hospitable, warm and friendly people who will minister the welcoming love of Messiah Yeshua to all who attend services at Or HaOlam.

**Description:** These guidelines explain the standards and procedures to serve the congregation in this welcoming and assisting ministry of hospitality: The ministry of hospitality is crucial because it is so visible in the congregation. Certainly the attitude, conduct and even the appearance of hospitality team members directly affects, either positively or negatively, the experience of those who attend Or HaOlam.

The hospitality team functions much as a "host/hostess" for each service, making visitors comfortable, being attentive to their needs, etc. With this mindset on the part of our Hospitality Team, both guests and the regular *mishpocha* at OHO will feel welcomed, cared for and valued. Hospitality has three main goals: (1) that the visitor is able to enjoy his/her worship experience because of the care and attention they received; (2) that the visitor departs with an intent to return; and (3) that the visitor will recommend Or HaOlam to someone else.

An important principle foundational to hospitality ministry is the law of "the seven touches." That is, a visitor needs to be touched physically and emotionally at least seven times by members of the congregation to feel loved and accepted. The "touch" is as simple as being friendly, offering a handshake, sharing a kind word, opening a door, lending a helping hand, sitting with the visitor at Oneg, or offering a warm farewell.

The major functions of the hospitality team include welcoming, informing, seating, lighting, distributing materials, receiving offering, counting attendance, being attentive to directions from the Rabbi and needs of a special speaker, as well as serving the safety and security needs of those attending.

### **Organization**

#### **Hospitality Team Members**

The hospitality team for welcoming and ushering consists of these persons:

- Head Usher. Supervises the entire team and coordinates the schedule of assignments.
- Assistant Head Usher. Assists the Head Usher in administrative and supervisory duties.
- Principal Usher. Supervises the hospitality team during an assigned Shabbat or service.
- Assistant Usher. Assists the Principal Usher in performing hospitality tasks during an assigned service.
- Outside Greeter. Serves the Hospitality Team by being the "first touch" in welcoming visitors in the parking lot and on the walkway.
- Inside Greeter. Serves the Hospitality Team in welcoming people in the foyer area near the main entrances.

#### **Qualifications**

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1. Have a personal relationship with Yeshua HaMashiach as Redeemer and L-rd.
2. Possess a servant heart and a love of people.
3. Be in continuing fellowship and good standing with Or HaOlam Messianic Congregation.
4. Be in agreement with the Or HaOlam Statement of Faith and Congregational Concept.
5. Sign a Statement of Commitment to reflect agreement with the Statement of Faith and Congregational Concept. (*Note: this is not a commitment to membership.*)

### **Personal Readiness**

1. As representatives of Messiah Yeshua, make spiritual preparation by praying for divine anointing to be a messenger of shalom.
2. As representatives of congregational leadership, dress modestly and appropriately for the social setting of worship. Avoid damaged jeans and shorts. Please cover all tattoos. Ladies, please avoid cleavage revealing tops. Men will wear a kippah or hat. (Do not wear a tallit while on duty.)
3. Be attentive to personal hygiene. Carry breath mints, if needed. Avoid using strong-fragranced deodorants, perfumes, after-shave or other scents that others would find repellent or might cause an allergic reaction.
4. Wear a Greeter or Usher badge for quick identification by a visitor.

### **Coordinating Instructions**

1. All regular team members are asked to be available to augment the scheduled staffing for high holy day services due to increased attendance (e.g., Pesach, Yom Kippur, Sukkot), as well as Fifth Shabbats (four times per year) and any special service with greeter/usher needs.
2. If a team member has an unexpected conflict, e.g., illness, family needs, etc., and would thus be unable to fulfill a scheduled assignment, then notify the Head Usher (currently Blaine Robison, 913-341-1195; rbr1946@everestkc.net).
3. For planned absences it would be best to contact one of the others on the hospitality team as soon as possible and make arrangements to trade scheduled services.
4. Team members should arrive no later than thirty minutes prior to the scheduled start time of the service to accomplish preparation tasks.
5. Team members should make an initial check of materials displayed in the foyer to insure there is an adequate supply, such as bulletins, informational pamphlets, books, visitor cards, business cards, pens, etc. Replenish as necessary. (NOTE: The lighted pens are only for first-time visitors.)
6. Be watchful of unsupervised children who may unwittingly engage in actions that may be potentially injurious to themselves or cause an unsafe condition for others. A team member should endeavor to tactfully discourage such inappropriate behavior.
7. Team members will not participate in dance circles or the line dance while on duty, but give full attention to their responsibilities.
8. Unless otherwise requested by the Principal Usher, the greeters may join the congregation for the Torah service (about 11:00 am).

### **Suspicious Persons**

The Hospitality Team has an important role in assuring the security of the congregation. To this end team members must be aware to their surroundings.

1. Team members need to be alert to any loitering of persons around the property, whose behavior seems suspicious. While no one behavior is proof that someone is planning aggressive or criminal behavior (many of the following behavioral indicators are perfectly consistent with innocent behavior)

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and while no list could ever be complete, these factors can help with assessing whether someone poses such a threat.

- a. Nervousness, nervous glancing or other signs of mental discomfort/being ill at ease. This may include sweating, "tunnel vision" (staring forward inappropriately) and repeated inappropriate prayer (e.g., outside the facility) or muttering. This may also include repeated entrances and exits from the building or facility.
  - b. Inappropriate, oversized and/or loose-fitting clothes (e.g., a heavy overcoat on a warm day).
  - c. Keeping hands in pockets or cupping hands (as if holding a triggering device).
  - d. Constantly favoring one side or one area of the body as if wearing something unusual/uncomfortable (e.g., a holster or a bomb belt or vest). Pay attention to a person constantly adjusting waistbands, ankles, or other clothing. Projected angles under clothing may also be indicative of a firearm, e.g., at the waist or the ankle.
  - e. Carrying packages that seem inappropriate to the occasion.
2. If a greeter or usher observes a suspicious person entering or within the building:
- a. Politely greet the person and identify yourself.
    - If uncomfortable consider asking an elder or another usher to accompany you before approaching the person.
    - Since this is a stranger, say "Shabbat Shalom. Is this your first time here?" If appropriate to the circumstance ask, "How would you like me to help you?"
  - b. If the person's purpose is in question, they appear intoxicated, or are acting suspiciously; notify the Rabbi, an elder or the Head Usher.
3. If a person refuses to leave:
- a. If they refuse, provide a calm warning that if they do not comply, you will need to call police.
  - b. If you need to contact the police be prepared to give them a full description of the person.
  - c. Back away from intruder if he/she indicates a potential for violence. Allow an avenue of escape. To the extent possible, maintain visual contact.
    - Be aware of intruder's actions at this time (where he/she is located in the building, whether he/she is carrying a weapon or package, etc.).
    - Maintaining visual contact and knowing the location of the intruder is less disruptive than doing a building-wide search later.
4. Inappropriate staring
- If a man stares excessively and inappropriately at women in the congregation or women dancers, then conduct a polite intervention. Interrupt his line of sight and address the person with a friendly, "can I help you get seated" or similar. If the man persists, then advise him that his conduct is inappropriate, and ask him to leave.

### **Ministry Guidelines — Outside Greeters**

The following guidelines apply for all Sabbath services, and special services. The tasks for each service are accomplished under the oversight of the Principal Usher assigned for that service or the Head Usher in his stead. Notify the ushers of any identified problem. (NOTE: The outside greeter may be equipped with a safety vest, two-way radio, and flashlight.)

1. Exercise caution in managing the flow of traffic, and as needed, ushering cars into spaces in a safe and feasible manner. Be observant of any hazards or conditions in the parking lot that might pose a safety risk to vehicles or pedestrians.

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2. Welcome people with a warm friendly greeting as they leave their cars. Give direction to the main entrance as may be needed. Smile. Exhibit the joy of the *Ruakh*. A person's body language is the first thing people notice. Offering the greeting of "Shabbat Shalom" for the Shabbat service is also appropriate. At other times appropriate greetings are "Boker Tov" for "good morning" or "Erev Tov" for "good evening." If you do not recognize a person, ask if they are a first-time visitor; if they are, leave your post to direct them to an inside greeter.
3. Ensure that all vehicles are parked within the marked boundaries of one parking space and that handicapped parking spaces are only used by people with required vehicle plates or placards. Similarly, ensure that spaces with signage for first-time visitors and the Rabbi are honored. Endeavor to prevent vehicles parking illegally, such as blocking a striped space or building entrance, straddling lines and/or parking perpendicular across spaces. (Motor homes or vehicles with trailers can park on the grass.)
4. 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 or be prepared to escort someone from their car (elderly lady, someone on crutches, etc.) with an umbrella to the entrance.
5. When all the striped spaces are full direct people to park on the grass (south and west of the parking lot) in a parallel fashion.
6. Be alert to vehicles left with their lights on or windows rolled down or vehicles with a flat tire.
7. Be alert for any suspicious behavior of persons loitering in the parking lot or remaining in their cars for an extended time. Also, be alert for personal belongings left unattended.
8. Avoid lengthy conversations while greeting or other activities that would distract from giving attention to the entire parking lot and other arrivals.
9. In the event of inclement or severe weather the position of the outside greeter may be adjusted as the circumstances require.

### **Ministry Guidelines – Inside Greeters**

The following guidelines apply for all Sabbath services, and special services. The tasks for each service are accomplished under the oversight of the Principal Usher assigned for that service or the Head Usher in his stead.

1. Be ready in the foyer near one of the two building entrances to greet people as they arrive.
2. Smile warmly. Exhibit the joy of the *Ruakh*. A person's body language is the first thing people notice. Offering the greeting of "Shabbat Shalom" for the Shabbat service is also appropriate. At other times appropriate greetings are "Boker Tov" for "good morning" or "Erev Tov" for "good evening."
3. Hand a bulletin to each adult or family. (Limiting bulletins to one per family is especially important on Shabbats with expected higher attendance.) Avoid giving bulletins to children.
4. Be alert to first-time visitors. Encourage them to take introductory brochures and other printed information as desired. Answer questions as able about the worship service. Give directions as needed for various facilities, including restrooms and the fellowship hall for the Oneg.
5. As time and circumstances permit, endeavor to facilitate introductions to the Rabbi, Rebbetzin and other members of the congregation who happen to be nearby.
6. Make every effort to keep traffic flowing smoothly. After the worship service begins use discretion to delay or redirect traffic as necessary to prevent interference with the line dance.
7. Avoid lengthy conversations while greeting or other activities that would distract from giving attention to each person that arrives.

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8. Be observant of any hazards or conditions that might pose a safety risk. Notify the ushers of any identified problem.

## **Ministry Guidelines - Ushers**

The following guidelines apply for all Sabbath services, and special services. The tasks for each service are accomplished under the oversight of the Principal Usher assigned for that service or the Head Usher or Assistant Head Usher in his stead.

### **Preparation**

1. Upon arrival check the parking lot, outside walkways and interior hallways for any hazards and clear away any debris.
2. Lock down the panic bar on the north and south building entrance doors to facilitate easy opening from the outside. A screwdriver is kept above the top of the north door frame for this purpose.
3. Check to see if that sanctuary chairs are set up in an orderly fashion and the reservation signs for families with children are in place on the last rows. Check to see there is sufficient space for the front dance circle and that the path for line dances is free of obstructions.
4. Prepare at least a dozen first-time visitor "packets," consisting of a visitor card and OHO business card inserted in the red booklet, *Messianic Judaism: Questions & Answers* by David Chernoff, with a pen clipped on to the card. (Twenty would be better. Be alert to a group attending that will require additional packets.) DO NOT turn the pen light on. For a first time couple, give the second spouse a packet with the book by Jim Adler, *Evidence for the Resurrection*, instead of the Chernoff booklet.

### **Seating**

1. If the sanctuary is sparsely populated and seats can be easily found, there is no need to personally assist with seating.
2. As the sanctuary becomes full, walk the aisles as necessary to determine the location of empty seats. Sometimes it may be necessary to ask individuals to move to a different seat to accommodate the seating of two or more people.
3. If the sanctuary begins to be crowded, ask latecomers if they'd like help in finding a seat. Some will not. Please remember to speak quietly and be as discreet as possible, minimizing the disruption of worship.
4. If the number of people attending the service is larger than expected and there are insufficient seats then implement the overflow plan. (Plan A: set-up folding chairs in the central part of the foyer; Plan B: Plan A plus seating in the Oneg room; and Plan C: Plan A + B plus add chairs in the foyer dance circle area.)

### **Lighting**

1. Unless otherwise directed, the following sequence will be followed for adjusting the lights in the rows of chandeliers. The instruction "Half Lights" means to turn off the right switch of each pair.
  - Before Worship: All Lights
  - Beginning of Worship: Half-Lights.
  - Announcements Slide: All Lights
  - Resumption of Worship: Half-Lights
  - Beginning of Torah Service: All Lights
  - Introduction of Main Drash: Half-Lights
  - After benediction: All Lights (except 3rd Shabbat)

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2. When a video is being shown turn off all rows of chandeliers. (Spotlights over the bimah are controlled from the bimah and not a responsibility for ushers.)
3. Be prepared to adjust lighting as requested from the bimah.

### **Distributions and Other Assistance**

1. Be prepared to pass out the visitor packets when the *shaliach* (announcer) invites first-time visitors to stand. If the crowd is large, the principal usher may need to recruit assistance from his team in passing out the packets.
2. Be sure to smile and offer a quick personal "welcome" at the handoff.
3. Be attentive to any special needs of the speaker, i.e. a glass of water, light adjustment, moving equipment, distributing materials, etc.

### **Counting Attendance**

1. Count the number of people present for the service, but not earlier than 11:00 due to late arrivals. Usually the best time is the beginning of the Message when people are settled in their seats and the children are in their classrooms.
2. Be discrete to avoid causing a distraction in the service.
3. Check all rooms in the building for appropriate usage, and any persons included in the attendance figures.
4. Record the attendance using the Attendance Record form and place it in the offering box. Also, record the number on the Rebbetzin's dance sheet.

### **Receiving Offering**

1. Sometimes a love offering will be received for a special speaker or ministry. Follow the directions given from the Bimah.
2. When the offering is received by passing baskets, each aisle will be covered by one usher. Receiving the offering involves coordinating the passing of baskets, beginning at the front, sending the baskets down each row and proceeding to the rear.
3. After the offering has been collected at least two ushers will remain with the offering until the offering is turned over to an elder or other designated person for counting and recording.

### **Safety and Security**

1. Periodically check the parking lot, entry paths, restrooms, and building interior for any conditions that might pose a safety or security risk. Notify Ted Alongi, or in his absence one of the elders, of any identified problem.
2. If possible, bring a cell phone for making emergency calls when necessary. Be prepared to call 911 in the event of an emergency requiring either medical or police assistance. If time permits, check with the Rabbi or one of the elders before making the call.
3. Be watchful of unsupervised children who may unwittingly engage in actions that may be potentially injurious to themselves or cause an unsafe condition for others. The usher should endeavor to tactfully discourage such inappropriate behavior.
4. Insure that all exterior doors remain locked except for the two main building entrances.
6. Check the men's restroom periodically for inappropriate behavior.
7. When setting up overflow seating insure sufficient space between the chairs and the sanctuary entrance for free flow of traffic.

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8. When not engaged in the above duties the principal and assistant ushers should remain in the back of the sanctuary or foyer for the entire service, ready to respond to any need.

### **Emergency Response**

1. Be knowledgeable of all exits, the location of fire extinguishers, manual fire alarms and first aid supplies.

a. Fire extinguishers (4): located by the housekeeping supply closet; inside the kitchen; outside the library doorway and on the northeast wall in the sanctuary. To use:

- Pull pin from nozzle.
- Hold unit upright.
- Free hose if necessary and aim at base of fire, standing back 6' – 8' from fire.
- Squeeze lever and sweep side to side at the base of the fire.

b. Manual fire alarms (4): located on the wall by the north building entrance, west hallway by Classroom D doorway, on the west wall of the Oneg room, on the east wall by the south building entrance.

2. Ushers shall attempt to identify members of the congregation present who have special emergency or medical training, and summon medical assistance if necessary.

3. In the event of a serious emergency, threat or other dangerous situation the head usher or principal usher will try to immediately alert the congregational leaders. If necessary, a PA system announcement will be made.

4. In the event of a fire or other hazard that makes the building unsafe assist in evacuation of persons in an orderly manner. Ushers should immediately alert others in the building including youth and children's class rooms and adult classrooms who may need to evacuate. This should be done in person if at all possible. It is critical to make ensuring the safety of our children a top priority.

5. The evacuation will be conducted well away from the building in the field west of the parking lot.

6. In addition, ushers should ensure that disabled persons and the elderly are assisted so they may be safely evacuated. Check rest rooms and other remote areas of the building to alert individuals there.

7. In the event of an imminent severe thunder storm with hail or a tornado, the ushers will assist in moving persons to shelter in place.

### **Post-Service Actions**

1. Notify the Administrative Assistant of any shortage in visitor literature in order to be restocked prior to next service.

2. Return team name badges and usher supplies to the usher storage cupboard.

3. If folding chairs were set up, return the chairs to their place.

Current as of July 21, 2017.