

PARISH HOSPITALITY GUIDELINES



THE PARISH OF ST. EUGENE

A Roman Catholic Community
Serving Asheville and Northern
Buncombe County

Humble Service:

The primary purpose of the Ministry of Hospitality is to reach out to each individual with Christian love and respect. Christian hospitality draws people together, opens them to participation, and sets the tone for the liturgy. The community's impression of a parish is significantly shaped by the presence or absence of a welcoming atmosphere where they come to worship. A person who feels welcomed and valued is much more likely to enter wholeheartedly into the celebration of the Mass. Hospitality Ministers (HMs) serve as greeters, ushers, collection retrievers, vigilant observers of possible emergencies and refreshment servers. All active members of the parish, including teenagers, are invited to serve as HMs. Every member of the HM team should be familiar with every one of the above responsibilities and be trained and practiced in them. This is necessary so that they can easily fill in for each when necessary.

Length of Service and Minimal Requirements:

- Serves one year and will continue until such time you decide to retire from the ministry.
- Prioritizes this ministry if serving another one
- Registers with St. Eugene Parish and has completed the VIRTUS/Diocese of Charlotte Protecting God's Children class, Background check and 2 Diocesan forms
- Is an active and faithful parish member of good character and reputation
- Respects others, is discreet and wears reverentially appropriate attire
- Is comfortable meeting and greeting others extending a sense of welcome
- Wears a name tag
- Does not engage in lengthy conversations while serving

Scheduling:

Scheduling is based on Mass preference and is coordinated with the other Liturgical ministers; i.e. Lectors and Eucharistic ministers. Seven HMs are necessary for most Masses. HMs volunteer by using the WEB scheduler program.

Ministry Scheduler Pro (MSP) is the web-based scheduler for hospitality, lectors and Extraordinary ministers. This application creates fair schedules that acknowledge all volunteers' preferences and St. Eugene's needs. It allows volunteers to go online to view schedules, find subs and update their availability at least three months in advance to their preferred serving Mass. Remember it is **your** responsibility to obtain a substitute! MSP's built-in E-mailer allows the coordinator to send schedules, rosters, bulletins and service reminders instantaneously to all volunteers including attachments to hundreds of volunteers. Please log-in to the "Web Terminal" using the link below and update your general information, service preferences and unavailable times.

<https://secure.ministryschedulerpro.com/webterminal/myProfile.php?user=STEUGENE> Username: **Username:**
your username Password: **Password:** your password

Once you are logged in, click on the "Help" tab at the top of the screen to see this short video that explains how to update your information. If you have any questions, you may contact me (David Hetrick) by replying to this email.

VIRTUS Training:

- VIRTUS is a program by the National Catholic Risk Retention Group in the US with a "Protect God's Children" component that combats sexual abuse of children in the church. All parishioners who wish to participate as a Hospitality Minister are required to take this course

Duties Centered on the Liturgy:

- Arrives at the church at least 30 minutes prior to the start of Mass
- Ensures that sanctuary doors are open as a sign of welcome

- Checks with Presider to see if there are special Mass needs; i.e. reserved seat signs for baptisms or special events and assists as necessary
- Assists and/or directs parishioners to seats but avoids seating during: opening prayer, first, second and Gospel readings
- Closes all sanctuary doors after the procession starts
- Directs late comers to available seats
- Selects individual(s) or a family to present the Gifts and guides as follows:
 - Ensures altar servers and Gift bearers arrive at the back of the church after the Prayer of the Faithful
 - Provides altar servers with lit candles who lead the procession at the presider's signal
 - Assembles Gift bearers carrying the Paten with bread and the wine vessel
 - Ensures that final volunteer carries combined collection(s)
 - Awaits Presider's signal to come forward and guides all to Presider behind the altar
 - Ensures that combined collection basket is placed near the ambo
 - Bows slightly along with Presider and Deacon and returns to his/her pew
 - If there is a second or special collection, a HM will follow the same guidance
- Takes up offertory collection(s) after the Prayer of the Faithful to cover the following areas beginning at the front:
 - Three baskets (to be found under the table in the back of the sanctuary) to cover the Chapel and left and right front areas in the pews on the Ambo side of the church
 - Two baskets to cover the five back pews that are split in the middle and the handicap seating on the Ambo side of the church
 - Two baskets to cover the six back pews that are split in the middle on the choir side
 - When collected, all HMs transfer the offerings into one large collection basket to be taken up front with the Gifts
 - If there is a second or special collection, it is taken up immediately after the first collection, while the Gifts procession is moving towards the altar. The second collection is taken into the sacristy and put in the bag marked "2nd Collection" for the Mass you are serving and deposited in the safe. Under no circumstances does the second collection get mixed with the first collection or go up to the altar.
- Counts the number of faithful attending Mass in their assigned sections and confirms totals to team leader to record Mass attendance in the First Aid closet
- Directs parishioners to appropriate Eucharist locations when Eucharistic ministers receive Communion
 - Choir members receive Communion first
 - Two HM's assemble in middle aisle in front of altar
 - One HM assembles on the ambo side along the wall down up front. The flow for Communion begins when a parishioner leaves the pew heading towards the wall and returns to their pew by the left center aisle. The HM also directs the people in the Chapel to Communion following the last pew on the ambo side and returns the same way as those in the pews.
 - One HM assembles near the cry room. People seated behind the drums will receive Communion first or after the choir if you are at the 11:30 Mass. The Eucharistic Ministers (EMs) will set up with the bread minister stationed near the piano and the wine minister near the drums. People seated behind the drums, starting with the first row proceed to the bread minister starting at the far end of the pew then to the wine minister and back to their seats. Once they finish receiving, move to the cry room and from there to the handicap seating. Remember we are there to help direct those receiving Communion, the EMs should know where to go, but if not, feel free to direct them where they are supposed to be.
- Opens all sanctuary doors when the recessional hymns start to allow egress into the Gathering Space or narthex area
- Distributes bulletins
- Retrieves collection(s) from ambo with an unrelated person, brings it to the work sacristy to be placed in labeled Mass envelopes and secures it in the safe in the locked closet in the work sacristy. Money collected is not to be organized or straightened in any way. The envelopes and money goes directly & quickly into the bags, are sealed, signed and placed directly into safe.

- HMS should know where the following items are located in the church and their use if possible:
 - Automated External Defibrillator (AED) located in the First Aid closet
 - First Aid kits with knowledgeable person's expertise
 - Fire extinguishers
 - Lights (see below)

Duties Centered on the Community:

- If requested, assists hearing impaired individuals with the loop listening system, which allows a person to hear the sound system directly through their hearing aids;
 - The loop is a radiating magnetic field from the floor and is received by hearing aids with a T-Coil feature. Typically, users flip a switch on their hearing aid to enable the T mode. Some hearing aids don't have this feature and some haven't been activated by their audiologist
- Provides a hearing pack if parishioner cannot use loop system, ensures it has battery power, shows user volume control, red and green LED indicators flash once and are signed out to user(s); ensures that packs are returned promptly, are turned off, cleaned and placed in the storage First Aid closet
 - Additional 9v. batteries are kept in the plastic shoebox
 - Other styles of earphones are available and kept in the shoebox
- Ensures that chairs in cry room are not against the wall for easier navigation
- **Kitchen Duties before and after Mass:** three HM's prepare the following **before the Sunday 9 am Mass only:**
 - One pot regular and one decaf coffee (2 plastic cups per 1 ½ gallon)
 - 2 large bowls of lemonade (see directions on can) and place in refrigerator,
 - Cut and place donuts (cut some in half) on trays
 - (On special occasions there may be cake or cookies)
 - Two HMs leave at the end of Communion and set out refreshments including fresh fruit from the refrigerator (provided by another ministry)
 - Ensure sufficient cups, creamer, sugar, stirrers and napkins are placed on table with coffees and lemonade
 - Place a small donation basket on the coffee table
 - Assist ladling the lemonade into small cups and coffee into mugs to facilitate extensive lines
 - Remove coffee pots, sugar, etc. to kitchen once congregants are gone and put into the dishwasher
- Inspects sanctuary for cleanliness, picking up trash, lost-and-found items and re-shelve hymnals and missalettes so that the hymnal is in front and the front cover is facing parishioners. All Lost & Found items must be placed in Blue container located in the Social Hall. No Lost & Found items should be left in the Sacristy area.

Church Sound & Video System:

In the event the Music Director, Presider or the sound person does not turn the sound system on, HMs should be able to do so. The On/Off switch for the sound system in the church is located in the HM First Aid closet. There is a button marked "Sound System Power." When the system has been turned "On" a Red LED will illuminate. Pressing it again will turn the system "Off". Once the system is turned on, the "Preset 1" button to the right of the power button should be pressed to reset the sound system to its normal state. If the sound system is on but not working properly, press "Preset 1" to restore the system to normal settings. Please contact Frank Dosier if there are any glitches with the sound system: (frank@musiciansworkshop.com 828-252-1249). However, there is normally an A/V Tech assigned to each Mass, so your involvement would be a last-ditch effort. Any items of value should be placed on top of the safe for office to retrieve.

Remote Area Speakers – All Saints Chapel, Narthex, Gathering Space:

There are five remote speakers in the building:

- Cry Room Volume Control on the Cry Room wall
- Chapel Volume Control & *On/Off switch in First Aid closet
- Narthex Volume Control & *On/Off switch in First Aid closet

- Gathering Space Volume Control & *On/Off switch in First Aid closet
- Kitchen Volume Control on the wall in the Kitchen
 - The On/Off switches are “On” when pushed “In” and are marked as such. Typical volume level settings for Chapel, Narthex and Gathering Space are marked adjacent to each knob. Before each Mass an HM should check that the three volume knobs are set to their appropriate markings and the adjacent buttons are pressed in.

TV’s – All Saints Chapel & Gathering Space:

The TV’s are available anytime the sound system in the church is turned on and controlled by the switch panel in the First Aid closet. The TV’s automatically turn off 15 minutes after the sound system is turned off, or by the “TV Off” switches on the control panel. An HM should turn on the TV’s anytime anyone is sitting in the All Saints Chapel or if seating is provided in the Gathering Space.

Lights:

The church’s light switches are located in the First Aid closet. On the wall above the switches is a floor plan of the church showing the lighting circuits A, B, C. The only exception is the light above the Crucifix, which is located on the brick wall adjacent to the organ.

Emergency Preparedness:

The final HM duty will be to coordinate and assist any security personnel in the event of an emergency. While welcoming and greeting our fellow parishioners at any service we should also be aware of anyone who may be a visitor or in need of special help. If we see anyone who may look out of place, we should offer help in any way they may need it.

Emergencies can take many forms and they are much easier to deal if we prepare ourselves ahead of time and have a plan. These emergencies could be from weather-related conditions, a fire or smoke event, disruptive attendee(s) at a service or even a more serious civil or in-house threat by a hostile person or persons, or some other unanticipated event.

We should be aware of the locations of the fire alarms and hand fire extinguishers and all of the possible exits in case one or more exits are blocked. If any evacuation emergency occurs, we should calmly point the parishioners to the nearest exit and reassure them that we will all be fine and not to push. The elevator may not be working so some persons may need help in exiting the Church. We generally have doctors or former or present police officers or other trained emergency personnel in attendance who I’m sure will know what to do and also take leadership positions. We will be the last persons to exit the Church after all others are safe.