

Hospitality Minister Instructions

[revised November 19, 2016]

Scheduling

A new Ministry schedule is generated every month. The administrative assistant will send the schedule and a list of worship ministers to you by email, or you can pick up a hard copy at the church. Please check for your name on the list so that you can make arrangements to serve as a Hospitality Minister.

- The administrative assistant will email you prior to creating each month's schedule. Please respond as soon as possible if there are any dates you are not available. *If you do not have email*, please call **787-5168** by the next to the last Monday of each month with any dates that you are unavailable during the following month. Also, if you will be gone for an extended time, please call or email **olbh@olbh.org**
- If you are unable to serve at your scheduled time, each of us is responsible for finding our own replacement. *Although it is possible for you to request a substitute using the webterminal scheduling application, **it is best** if you can contact another Hospitality Minister on the list to replace you.* You can access a "roster" of names and phone numbers when you log onto the application. Once you find a substitute, please email or call the office and let the administrative assistant know who the substitute will be.

Who are Hospitality Ministers?

Hospitality Ministers welcome every single member of the congregation and visitors: children, teens and adults. Your friendliness reminds people of Christ's words: "I was a stranger and you welcomed me." Hospitality Ministers are the first persons who worshipers meet when they arrive at church and the last persons they see from the church when they leave. Offering a smile and a word of welcome can have a profound impact on people as they arrive, especially if they are visitors to the parish. Hospitality Ministers interact with more people of the parish one on one than any other ministry.

Appropriate Attire

A neat and especially reverential appearance is in keeping with the minister's role as a visible example of reverence, welcome, and hospitality. Select clothing that could be labeled your "Sunday best" or "Business Casual." Avoid the following clothing items: shirts that have printing on the front or back, sweat clothing, or shorts. Likewise, ladies should dress modestly by avoiding tank tops, spaghetti straps, low-cut necklines, and short skirts.

PROCEDURES BEFORE THE LITURGY

- Arrive at the church 25-30 minutes prior to the start of Mass, and sign in on the clipboard on the counter in the Gathering Area.
- Proceed to the Sacristy, get your lanyard and badge, and ask the sacristans if there are any special Hospitality instructions for this Mass. One Hospitality Minister should also get the counter; that Minister will click the counter for every person who looks as if he/she is old enough to receive communion.

- Pull out the table with the basket of comfort cushions so they are visible.
- Smile and greet people as they approach the church doors.
- When the church is crowded, Hospitality Ministers will need to help parishioners find places to sit. You may need to encourage people to sit closer together and towards the middle of the pews.
- As soon as Mass has begun, give the counter to one of the Sacristans.
- **Gift Bearers:** Before Mass begins, select a family or three individuals to serve as gift bearers. **Hospitality Ministers should not serve as Gift Bearers.**
 - ➔ An emphasis in selecting gift bearers is to include families and/or individuals who are not already involved in a ministry at that Mass. Also, note that those selected are appropriately dressed. [Ladies should be dressed modestly—no tank tops, spaghetti straps, low-cut necklines, and short skirts. Men should be wearing pants or at least knee-length shorts.]
 - ➔ **Please offer gift bearers the instruction card** that is on the gift table when they agree to serve. Ask them to return the card to you when they come to the back to take up the gifts. If they forget to bring it, after Mass look for it in the pew in which they sat.

Gift Bearer Duties

Thank you for agreeing to serve as a Gift Bearer for this Mass! Carrying the "Gifts" to the altar signifies that we offer everything to God including our lives in thanksgiving for all that the Lord has done for us.

- As the greeters are nearly finished with the collection, gift bearers proceed to the gift table near the baptismal font and wait for the ushers to empty the collection into the large basket.
 - **The gift bearer with the collection basket walks in front.** If a family is taking up the gifts, two children can easily each hold onto a handle of the basket.
 - **The gift bearers with the bread and wine** follow behind with the bread on the left and the wine on the right side as they process to the altar.
 - The priest or deacon will take each of the gifts from the bearers. He will hand the wine and the collection basket to the altar servers.
 - Then he will take the bread. The gift bearers bow to the altar when all the gifts have been presented; then they return to their seats.
- ➔ ***Please return this card to the gift table when you go to the back of the church to take up the gifts.***

PROCEDURES DURING THE LITURGY

Once the entrance procession has completed and the priest greets the assembly, make sure the glass doors are closed between the Gathering Area and Sanctuary.

Your Seating/During Mass

- Hospitality Ministers sit in the back pew to the left of the entry doors.
- You should know the location of the rest rooms and fire alarms and extinguishers.
- When Mass begins, Hospitality Ministers should participate fully in the prayers, songs, responses and gestures of the worshipping community.
- Whenever the congregation kneels, please use the kneelers behind the last pew directly in front of where the Hospitality Ministers sit. In the case when there is a baptism and a table is blocking the kneelers, please do the following: Stand during the Eucharistic Prayer when everyone else kneels, and bow when the priest genuflects (2 times) after the words of consecration over the bread and wine.

Preparation of the Gifts

- Once the General Intercessions have concluded, the Hospitality Ministers collect the gifts of the assembly; meanwhile, the priest sits on the steps in the center of the altar and collects donations from children. [The baskets are on each side of the church just inside the archway that divides the front and back of the church.]
- Hospitality Ministers process down the outside aisles. Give one basket to the person in the seat nearest the front on the center aisle. That person will pass it along to others in that pew.
- Give another basket to the first person in the front row of the outside seating.
- If the church is relatively full, give a third basket to the person in the front row of the back section of the church on your side.
- If the church is not full, when the basket has been passed to the back of the outside section, take it to the person in the front row of the back section of the church on your side.
- If there are not many people in a certain section, or if someone is not able to get up and give it to someone in their row or the row behind him/her, you will have to assist by taking the basket to the next person.
- Collect the baskets from the back rows; then put all of the money in the large basket.
- The priest and altar servers come down the steps. At that time, the Gift Bearers take up the gifts. Return the small baskets to their place along the wall.

Second Collection

- When there is a Second Collection, it will be taken up immediately after you have emptied the first collection baskets into the large basket.
- Put the money and envelopes from the second collection into a smaller basket and place it inside of the larger basket for the gift bearer to carry. It is very important that the collections remain separate.

Communion Procession

- Help guide those in a longer communion line to move to the shorter line.
- Hospitality Ministers will be last to receive communion.
- If anyone requires that Eucharist be brought to him/her at their seat, inform the Eucharistic Minister when you approach the altar to receive communion.

Concluding Rite

- One Hospitality Minister goes to the Sanctuary and gets one pile of bulletins.
- Following the dismissal rite and during the final song, open the doors to the Gathering Area so that the procession can easily leave the nave.
- Both Hospitality Ministers stand on either side of the doors right outside the Sanctuary, and distribute the bulletins as people leave the church. Feel comfortable to be friendly and tell them to have a good week, etc.

PROCEDURES FOLLOWING THE LITURGY

- Retrieve both baskets from the sanctuary.
- Locate on the counter of the Sacristy the plastic bag that is labeled for that Mass's collection. One adult Hospitality Minister and one Sacristan will sort the money: cash, checks, envelopes and follow the directions on the bag. This always must be done with two adults—one Sacristan and one Hospitality Ministers present. **This is required by the diocesan financial policy.** The Sacristan and Hospitality Minister must sign the bag.
- Sacristans will put the bag in the slot. Return the children's basket to the slot on the table by the presider's chair, and put the big basket by the gift table at the back of the church.
- While one of the Hospitality Ministers is sorting the money. The other minister could offer to help the sacristan; for example, using the wooden tray, gather all vessels and linens from the credence table and return them to the rear counter in the sacristy.
- Check each pew to make sure that worship aides are returned to the holders and that any song sheets that were distributed to the congregation before Mass are returned to the table in the Gathering Area. During the seasons when additional worship aides are in use, check that an equal amount of aides are stacked at both ends of each pew.
- Return your lanyard and name card to the box in the Sacristy.

Note: *If you ever need to check Hospitality Minister Instructions while you are at church, there is a copy of these instructions in a white Our Lady of the Black Hills Ministry Instructions binder in the same cupboard as the name card box. There is also a copy of them in the same type binder in the library.*

Outside Hospitality Minister Instructions

Outside Hospitality Ministers will be assigned during Masses when larger than normal crowds are expected [ex. Christmas, Ash Wednesday, Good Friday, Easter Sunday].

Outside Hospitality Ministers should arrive thirty minutes prior to Mass. Between two and four ministers will be assigned for each Mass. Ministers will generally stand outside of the front doors. Duties will include but are not limited to the following:

- Offer a friendly handshake or greeting to everyone.
- Hold the door open.
- Assist the elderly who need help walking from their cars.
- Provide direction in the parking lot in overflow situations.
- Walk those without umbrellas from their cars to church when it is raining.

After the service: [Head toward the doors after the final prayer.]

- One or two ministers will hold open the outside doors and wish everyone a good day, tell them you are glad they came, etc.
- Assist the elderly who might need help walking to their cars
- Help direct drivers as they exit the parking lot.

When it is anticipated that there will be a large crowd, it would be most helpful for Hospitality Ministers to park their own cars further away from the front door.