

Guidelines For Greeters

Thank you for helping make our Fellowship friendly and welcoming to our current members and our visitors! We hope these guidelines are helpful to you. Above all, enjoy yourself!

If you can't be a greeter on your assigned Sunday, please try to locate a substitute greeter. If all else fails, call Bethany Swanson at 914-293-7858 or email bethanyq@yahoo.com for assistance.

The Basics

We've established two greeting posts: one downstairs just inside the entrance and one upstairs just inside the sanctuary. The downstairs greeters handle nametags, visitor bags and yellow visitor cards, and keep people moving! The upstairs greeters hand out programs and announcements and help people find seats in the sanctuary. Greeter duties vary a little bit depending on whether you're greeting at the first service or the second service. Of course, the most important duty for all greeters is to welcome people, to be friendly, and to let visitors and members alike know we're glad they came!

First Service Greeters

One-two greeters are scheduled for each Sunday: preferably one for downstairs, one for upstairs. If only one person is there, start downstairs and move upstairs when possible. People can get their own programs upstairs if needed.

1. **Arrive at 8:40 a.m.**
2. Set up the downstairs post for greeting: On the downstairs podium (under the coat rack), you'll find all the greeter supplies, including the small basket with pens, greeter badges, and sticky nametags, and the nametag notebook used to sign up non-members for a preprinted nametag. Move the podium to the spot next to the bench. Extra yellow cards are available in Bethany Swanson's mail box if needed.
3. Wear your greeter badge and a smile! Greeter badges are in the either of the two small black boxes on the podium at the downstairs post.
4. Decide who will be upstairs and who will be downstairs; follow the **guidelines below** for your post.
5. Keep your greeter badge on during coffee hour and approach visitors at this time. **"Active greeting"** is the key. This means giving visitors information on the Fellowship and UU in general, engaging them in conversation, finding out about them and introducing them to people at the coffee hour on that particular Sunday, as well as on subsequent Sundays. There will be visitor bags or packs of materials available via the Membership Committee. Anne Sumers will supply these. When not "on duty," continue extending yourself to the visitors at the coffee hour in a friendly manner. In this way, visitors will secure the comfort of at least one familiar face that can connect them to the UU community. **Encourage people to fill in yellow cards** so that we can add them to the mailing list.
6. Return your greeter badge to the black boxes before you leave. Leave the podium for the second service greeters, and let Bethany and Rita know if any supplies are low (put a note on the podium with the nametag list for Rita, put a note in Bethany's mailbox or call/email her).

Second Service Greeters

Two-three greeters are scheduled for each Sunday: 1-2 for downstairs, and one for upstairs.

1. **Arrive at 10:40 a.m.**
2. Wear a greeter badge and a smile! Greeter badges are in the either of the two small black boxes on the podium at the downstairs post.
3. Decide who will be upstairs and who will be downstairs; follow the **guidelines below** for your post.
4. During the coffee hour, make a special effort to talk with visitors.

5. Keep your greeter badge during coffee hour and approach visitors at this time. “**Active greeting**” is the key. This means giving visitors information on the Fellowship and UU in general, engaging them in conversation, finding out about them and introducing them to people at the coffee hour on that particular Sunday, as well as on subsequent Sundays. When not “on duty,” continue extending yourself to the visitors at the coffee hour in a friendly manner. In this way, visitors will secure the comfort of at least one familiar face that can connect them to the UU community. Return the greeter badge to the black boxes at the end of the coffee hour.
6. **Tidy up** the greeter supplies before you leave: Supplies include the small basket with pens, greeter badges, and sticky name tags, and the nametag notebook used to sign up non-members for a preprinted nametag. **Move the podium** back to the spot under the coat rack. **Let Bethany and Rita know** if any supplies (yellow cards, sticky nametags, etc.) are low (put a note on the podium with the nametag list for Rita, put a note in Bethany’s mailbox or call/email her).

Downstairs Greeters

1. Encourage **everyone** to wear either a preprinted nametag or a sticky nametag: Every member has a preprinted nametag that should be stored in his or her mailbox. Non-members who have visited more than once might also have a preprinted nametag, stored on the blue felt boards just inside the entryway. Non-members that don’t have a preprinted nametag can make a sticky nametag.
2. Encourage non-members who have visited more than once and who don’t have a preprinted nametag to sign up for one by writing their name in the nametag notebook. Help scan the posted nametags on the blue felt board in case someone thinks they should have one.
3. Encourage first-time visitors to **fill out a yellow visitor card**; then put the filled-in visitor cards in Anne Summers’ mailbox.
4. If a visitor arrives with a new child for RE, introduce them to Peggy Clarke, RE Director, or another representative of RE (Peggy will try to have someone “on call” every Sunday).
5. Try to keep people moving along so as to not block the entryway or the stairway.
6. Stay at your post until the first “welcoming” song is finished. Try to move people along as soon as that song begins.

Upstairs Greeters

1. When musicians are rehearsing, keep the sanctuary door closed to people other than greeters. Rehearsals should end no later than 10 minutes before the service begins. Sing, dance, or otherwise entertain any visitors who are waiting outside the door if it is closed!
2. If necessary, collect programs and announcements from the office.
3. Hand out programs, one to a family if possible.
4. Assist those who need help going down the stairs into the sanctuary or finding a seat.
5. Try to keep an eye out for available seats (usually in front) especially when there are a lot of families present. Guide people toward those seats and encourage members to sit close together if needed.
6. Encourage everyone outside the sanctuary to take a seat once the service begins. The service begins when the opening hymn begins.
7. Stay at your post until the opening song ends and the greeting of one another begins.
8. Close the door to the sanctuary before being seated.

Thank you!!!