

DESERT CROSS LUTHERAN CHURCH USHERS MANUAL

· GENERAL NOTES ·

ARRIVAL TIME

Ushers should arrive no later than 20 minutes ahead of time to greet worshipers and hand out bulletins. Certain services (like Christmas and Easter) will require an earlier arrival time.

DRESS

Ushers are expected to be appropriately attired - good taste and judgement should prevail.

USHER'S CLOSET

Located on the north wall of the narthex, the usher's closet consists of right and left sides of the upper closet. Miscellaneous materials are in the lower portion of the closet.

1. Right Door:

- a. Matches / lighters to light acolyte taper (watch supply – please notify the Worship Coordinator if this needs to be replaced)
- b. Friendship Pad clip boards in a holding box
- c. Boxes for completed and unused friendship pad sheets
- d. Six (6) Offering Bags and envelopes; marked for each service: offering or hunger jar

2. Left Door:

- a. Bulletins for each service
- b. Allen Key to open the narthex and fellowship hall doors. Push “crash bar” in and hold while inserting Allen set to lock open. Reverse process to close/lock. Doors are open when crash bar is “in” and locked when “out”
- c. First Aid kit

FRIENDSHIP PADS

1. Be sure each pad has a useable pen and blank sheets.
2. Place filled/used sheets in the “completed sheets” box in the right side Usher Closet.

OFFERING

1. Retrieve bags from right side of Ushers Closet.
2. Ushers move to front and begin with first occupied rows.
3. Collection proceeds from front to back (see diagram in Ushers Closet)
4. Return with bags to the narthex and 1-2 persons prepare for communion
5. 1 person should put all of the offering, envelopes and loose offering, into appropriate envelope (ie: 5:00 offering) and put envelope in safe behind the sound booth

- a. Following the 5:00 and 9:30 services 1 person should accompany the Worship Coordinator to the church office to deposit all the offering envelopes in the main safe.

PRESENTING COMMUNION ELEMENTS – FOLLOWING OFFERING

1. 1 usher will take care of the offering, following #5 above. Remaining usher(s) will present the communion elements
2. Retrieve covered bread tray and wine decanter from the narthex (small table or in the wall unit)
3. Ushers should stand in front of baptismal font when they have concluded the offering and are ready to present the communion elements. This is to signal the pianist to begin playing the offertory response.
4. When offertory song begins process to front with the communion elements – do not wait and hand elements to the pastor
5. After presenting the communion elements, ushers turn and depart from the front

COMMUNION

When Pastor and assistants are at altar, Ushers process to front of Sanctuary:

1. Put communion rail in place
2. Move the music stand from the right side against the wall and move the communion tray table to the head of the aisles
3. All stand in place facing the altar until it is time to begin ushering people down the aisle to take communion
4. After the Pastor has communed the usher with the cups will turn toward the congregation as a sign for the other ushers to begin releasing the communicants. Note: There is a diagram on the inside of the usher cabinet for correct communion flow
 - a. 3 or more Ushers: 2 will direct congregants from the pews to take communion. 1 will stand at the cup table and remove empty trays as needed. (see below) if there is a 4th usher they can help with this task
 - b. Only 2 ushers: 1 usher will direct traffic and the other will take care of the trays
5. "Cup" usher
 - a. Hold the top tray at an angle toward the communicants to make it easier for them to remove an empty cup.
 - b. When the top tray is empty take it and place on the altar (by the opening on the right side) and then return to the stack. If there is a 4th usher they can sit in the pew in front and perform this duty.
6. During communion please alert the Worship Coordinator to anyone who would like to receive communion in their seat. If anyone gets missed please alert the Pastor.
7. Once everyone has lined up to take communion you may get in line to receive communion, you should be last.
8. After you have communed, 2 ushers should remove the communion rail and the 3rd should move the stack of communion cups back against the wall.
9. All ushers should meet back at the center, together and bow before exiting the sanctuary

INTINCTION

At Christmas, Easter or other large services, intinction is used for communion because of the higher than usual attendance. Intinction may also be used if there are not enough communion assistants available. Ushers

release communicants to the altar as usual where they receive the communion wafer and dip (intinct) the wafer in the wine or grape juice before eating, and then returning to their pew. This is a continuous flow process requiring a speedier release of communicants.

COMMUNICANT FLOW

To improve flow during communion, after all from the center pews have communed, those coming from the far right or choir may move to the shortest line. To improve flow at heavily attended services, an usher who has completed releasing folks from the left side should be stationed near the baptismal font to direct people into the shorter line. The usher releasing from the right half of the sanctuary should increase the rate of release to allow worshipers time to walk the greater distance to the altar.

HANDLING OVERFLOW

Chairs are available in the Fellowship Hall to handle overflow seating. Place the chairs in available spaces in the sanctuary and then in the narthex. Extra seating should only be provided AFTER seated worshipers have been urged to sit closer together and all available regular seating is exhausted. If it is necessary to seat people in the narthex, make sure the sound level is adequate for them. The control is located just around the corner from the right side by the nursery hallway door.

Control of sound in the Narthex

There is a volume control in the narthex. It is located on the brick wall, just around the right side of the cabinet where you head toward the corridor that leads to the restrooms.

· 5:00 pm SATURDAY EVENING ·

BEFORE THE 5:00pm SATURDAY SERVICE:

(1 & 2 should already be done before you arrive - but please check)

1. Unlock narthex doors using the Allen Key found in the ushers' closet. Don't forget to return the Allen Key to the cabinet. These may be propped open when the weather is nice.
2. Turn on lights in sanctuary (set switches to small black dots indicated to the right of the slider), hallways, and restrooms.
3. Renew the Eternal Candle. *Only until Nov 2019
4. Check sanctuary. Remove papers and trash. Do not remove any papers from the front pews where the pastors sit. Return hymnals and Bibles to racks.
5. Distribute Friendship pads prior to the start of the service.
6. Prop open the doors to the sanctuary and stand to either side of the welcome table and distribute bulletins to people as they arrive. (You may want to wait until the band is done practicing to open the doors) As people begin to gather in the narthex before the service begins, make an attempt to keep the talking to a minimum. Sound from extraneous conversations carries directly into the sanctuary through the open doors. You can invite them to move their conversations into the fellowship hall or outside, as appropriate.
7. Check to assure that communion elements are present in the narthex.
8. Usher people to their seats as required (this is a good time to find out if they will want communion in their seat and let Jessica know if they do)
9. Close doors to the narthex from the sanctuary once the service begins.

DURING THE 5:00pm SATURDAY SERVICE:

1. Light the altar candles during the gathering song (unless there is an acolyte - then help them light the acolyte)
2. Keep doors between narthex and sanctuary closed during the entire service.
 - a. Handle the door for worshipers leaving and returning to the service
 - b. Keep doors from the narthex to Fellowship Hall and hallway closed.
3. Greet late arrivals, hand out bulletins, and usher them into the service with as little disruption as possible. If a prayer is being said, attempt to keep them in the narthex until it is finished.
4. Count all attendees including adults and children, pastors, choir, ushers, and nursery. Do not count the people in the Fellowship hall. Record the count on attendance sheet taped to inside right door of Usher Closet.
5. Once the sermon starts please lock the exterior doors
 - a. Always have 1 usher in the narthex watching the parking lot. This way you will see late comers arriving, can let them in and can greet them
6. Collect the offering following the Peace (or mission moment): See section on offering
7. Communion: See section on communion
8. 1 usher please extinguish the altar candles during the 1st verse of the final song
9. Open doors from sanctuary to narthex as Pastors approach during the singing of the last hymn.

AFTER THE 5:00pm SATURDAY SERVICE:

1. Check sanctuary: Remove papers and trash, return hymnals and Bibles to racks.
2. Collect Friendship Pads from pews. Remove sheets any full sheets and put into the "completed sheets" box in the Usher Closet. Be sure to check for completed sheets that may have been placed underneath the blank ones. Refresh supply of sheets on pads. Put pads and holders back in their box and return box to Usher Closet.
3. 1 Usher should accompany the Worship Coordinator to the office to deposit the offering
4. Turn off all the lights in the sanctuary, hallways, and restrooms, UNLESS some activity is scheduled after the service, such as game night
5. Leave the sanctuary and narthex neat and orderly. Close doors between narthex and sanctuary in preparation for Sunday services. Blow out the votive candles.
6. Close and lock all the doors - narthex, and fellowship hall.
7. As you leave, look back toward the sanctuary to make sure nothing has been left sitting out.

**THANKS FOR VOLUNTEERING YOUR TIME IN SERVICE TO HELP KEEP OUR WORSHIP
RUNNING SMOOTHLY.**

· 8:00 am SUNDAY SERVICE ·

BEFORE THE 8:00 am SUNDAY SERVICE:

(1 & 2 should already be done before you arrive- but please check they were done)

1. Unlock narthex and fellowship hall doors using Allen Set Key found in the ushers closet.
2. Turn on lights in sanctuary (set switches to small black dots indicated to the right of the slider), fellowship hall, hallways and restrooms.
3. Check sanctuary. Remove papers and trash. Return hymnals and bibles to racks
4. Distribute Friendship pads prior to the start of the service.
5. Prop open the doors to the sanctuary and stand to either side of the welcome table and distribute bulletins and 8:00 service insert to people as they arrive. As people begin to gather in the narthex before the service begins, make an attempt to keep the talking to a minimum. Sound from extraneous conversations carries directly into the sanctuary through the open doors. You can invite them to move their conversations into the fellowship hall or outside, as appropriate
6. Usher folks to seats as required, this is a good time to find out if they will want communion in their seat and let Jessica know
7. Close doors from narthex to sanctuary when the service begins
8. At the start of the opening hymn light the altar candles or light acolighter for the acolyte and send them in.

DURING THE 8:00AM SUNDAY SERVICE

1. Keep doors between narthex and sanctuary closed during the entire service.
 - a. Handle the door for worshipers leaving and returning to the service
 - b. Keep doors from the narthex to Fellowship Hall and hallway closed.
 - c. At all times, keep your conversations very quiet. You can be heard in the sanctuary.
 - d. Please have 1 usher watching the parking lot at all times
2. Greet late arrivals, hand out bulletins, and usher them into the service with as little disruption as possible. If a prayer is being said, attempt to keep them in the narthex until it is finished.
3. Count all attendees including adults and children, pastors, choir, ushers, and nursery. Record the count on attendance sheet taped to inside right door of Usher Closet.
4. Collect the offering following the Peace (or mission moment): See section on offering
5. Communion: See section on communion
6. Extinguish the altar candles during the first verse of the final song (unless there is an acolyte)
7. Open doors from sanctuary to narthex as Pastors approach during the last hymn.

AFTER THE 8:00 am SUNDAY SERVICE:

1. Check sanctuary. Remove papers and trash. Return hymnals and bibles to racks.
2. Check the friendship pads in the pews, remove any full sheets and place them in the "completed sheets" box in the usher closet.
3. Save any re-usable bulletins and inserts and leave on Welcome table for the next service.
 - a. Dispose of 8:00 insert
4. Leave the sanctuary and narthex neat and orderly. Close doors between narthex and sanctuary in preparation for next service.

· 9:30 am SUNDAY SERVICE ·

BEFORE THE 9:30 am SUNDAY SERVICE:

1. Distribute bulletins at doors from narthex to sanctuary. As people begin to gather in the narthex before the service begins, make an attempt to keep the talking to a minimum. Sound from extraneous conversations carries directly into the sanctuary through the open doors. You can invite them to move their conversations into the fellowship hall or outside, as appropriate.
 - a. Open doors from the narthex to the sanctuary when the band is done practicing
 - b. Prop open exterior doors only when weather permits
2. Usher folks to seats when appropriate. This is a good time to inquire if they will need communion in their seat and then let Jessica know.
3. Close doors from narthex to sanctuary during the welcome

DURING THE 9:30 am SUNDAY SERVICE:

1. Be ready to light the acolighter for the acolyte at the beginning of the gathering song. They depend on you to tell them when to go in.
2. Keep doors between narthex and sanctuary closed during the entire service.
 - a. Handle the door for worshipers leaving and returning to the service
 - b. Keep doors from the narthex to Fellowship Hall and hallway closed.
 - c. At all times, keep your conversations very quiet. You can be heard in the sanctuary.
3. Greet late arrivals, hand out bulletins, and usher them into the service with as little disruption as possible. If a prayer is being said, attempt to keep them in the narthex until it is finished.
4. Count all attendees including adults and children, pastors, choir, ushers, and nursery. Record the count on attendance sheet taped to inside right door of Usher Closet.
5. Lock the exterior doors when the sermon begins
 - a. *Always* have 1 usher in the narthex watching the parking lot. This way you will see late comers arriving, can let them in and can greet them
6. Following the Peace (or a mission moment) begin offering: see section on offering
7. Communion: see section on communion
8. Open doors from sanctuary to narthex as the acolyte and Pastor approach during the last hymn.

AFTER THE 9:30am SUNDAY SERVICE:

1. Check sanctuary. Remove papers and trash. Return hymnals and bibles to racks. Dispose of bulletins. Save any outreach inserts and place on outreach table. Take trash to dumpster.
2. 1 usher should accompany the Worship Coordinator to the office to deposit the offering
3. Collect Friendship Pads from pews. Remove all sheets that have any names on them and put into the "completed sheets" box in the Usher Closet. **Be sure to check for sheets that may have been put underneath the rest on the clipboard.** Refresh supply of sheets on pads. Put pads and holders back in their box and return box to Usher Closet.
4. Turn off the lights in fellowship hall, hallways, restrooms and nursery
5. Extinguish any votive candles that are burning
6. Using the Allen wrench located in the left side of the ushers cabinet, lock all sanctuary and fellowship double doors. Most of these doors should already be locked, but please double check at this time. You must shake each door to make sure it actually locks. They don't all lock solidly, but they do lock. Make

sure the single door in the fellowship hall and the one by the nursery, leading to the outside, are also locked. **Remember to return the allen key to its position in the ushers cabinet.**

7. Do one final check of all the facilities to assure that everything is in order. As you exit facilities, turn and look back to make sure nothing has been left sitting outside.

**THANKS FOR VOLUNTEERING YOUR TIME IN SERVICE TO HELP KEEP OUR WORSHIP
RUNNING SMOOTHLY.**