

Directions for **Downstairs Visitors Table** volunteers (updated Feb 2012)

BEFORE THE SERVICE / SET-UP

- Try to arrive so that you **have time to set up the materials on the downstairs Visitors Table before the service starts.**
- Get the **Visitor Table box** from the **first closet on the left on the way to the office.**
- **Set up the table.** (**Photo showing placement** of the materials is **on the cover of the box.**)
- **Wear your name tag** and **Welcome badge** (found in Visitors Table supply box).
- There will usually be **two Visitors Table hosts**. If you have done this before, try to help any new host working with you.

AT THE END OF THE SERVICE

- **Leave the service during the postlude** (or during the final hymn IF you haven't yet set up the Visitors Table).
- **One host goes to Fellowship Hall** to watch for and greet visitors as they arrive at Coffee Hour (and set up the table, if necessary).
- **Second host stands by the upstairs Welcome Table** for a short while to watch for and invite visitors to go to the Coffee Hour in Fellowship Hall. Offer to escort them and encourage them to stop at the downstairs Visitors Table.
- Both hosts should look **for any visitors who introduced themselves** during the early part of the service.

DURING COFFEE HOUR

General

- **One or both hosts remain by the Visitors Table** to answer questions and provide information to visitors.
- If not needed at the Table, **the second host circulates** in Fellowship Hall. Try to engage with people who don't appear to be talking to anyone, introduce them to others as appropriate, and take them to the Program Table, pamphlet rack, book cart, or other displays. Offer to find someone to give them a tour of the building, if they are interested.

What to Say

IMPORTANT: Point out the **“Making Connections at USH”** brochure and encourage them to take part in these programs for newcomers. There is also a **“USH Monthly Calendar”** available at the Table. Among the events described in these brochures are **USH Connections** sessions, held on the **first Sunday of the month (Oct–May)** after the service in the Library or as posted.

Offer an **Easy Starts** list. This describes a range of activities for very new members and friends to consider as a way to begin becoming involved at USH. Mention **Small Group Ministry** as a good beginning program (brochure is available at the Table and on the pamphlet rack).

Point out the **Programs for Adults and Families notebook**. Visitors can look through it and visit the Program Table if they have questions about any programs.

AFTER COFFEE HOUR / CLEAN-UP

Once all visitors have left, **replace materials in the box** and **return the box** to the **first closet on left** as you approach office.

TURN THESE THINGS IN TO THE OFFICE (place on first desk to the left)

- Any **completed paperwork**:
 - Guest forms**
 - Name tag requests**
 - Easy Starts**
 - Interest Checklists** or **surveys** that have been turned in
- Any **Notes on visitors** you have made
- **Checklist** noting any materials running low

THANK YOU FOR TAKING PART IN THIS IMPORTANT WELCOMING EFFORT!

Please feel free to contact us if you have any concerns regarding this process.

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