

Directions for Upstairs Welcome Table hosts

ARRIVAL -----

- Arrive around 9:50 a.m. to allow time to set up the Tables before visitors begin to arrive.
- Wear your **name tag** and **Welcome badge** (found in Box 1 of Table supplies)

SET-UP -----

- Get the **Welcome Table boxes** (labeled **Box 1**, **Box 2** and **Box 3**) from the floor of the first closet on the left on the way to the office.
- **Set up the 3 table sections. Try to follow the photos on the covers** of each box - these show the placement of the materials on each table section. **Put-away lists** are on the **underside** of each box cover.
- **IMPORTANT: Set the timer to go off 5 minutes before the service begins** so you will remember to RING THE BELL!

WELCOMING -----

General

- There will be **two Welcome Table hosts**. If you have done this before, try to help any new host working with you.
- **One host stays behind or near the Welcome table.**
- **Second host stands out in the lobby**, greeting visitors from either door and directing them to the Welcome table (or assisting at Welcome table, if needed).
- **Watch for visitors!** Look for people coming in from BOTH doors.
- There is a **walker and wheelchair**, if needed, in the two closets beyond the library.
- See information on next page re. **visitors with children**

What to Say

- **Greet those who seem unfamiliar** or who appear to be visitors (not picking up a name tag is a good cue).
- For example: "I'm _____ and I don't believe I've met you. Are you visiting?"
- If you find they are members who you just don't happen to know: "Well, I'm glad to meet you!"
- Invite visitors to sign the **Guest Form** (on clipboards) and encourage them to come again.
- Offer a **name tag**.
- **Ask general, friendly questions** such as, "What brought you here today?"
- Tell visitors they may have a **chance to introduce themselves** (by first name) during the service, if they feel comfortable doing so.
- **Point out the brochures kept on Table section 1** – these are especially geared to newcomers (**Welcome to USH, Calendar of Events, and About the Meetinghouse**). **RE info.** also is located on Table section 1.
- Information about membership is located on Table section 2 (the middle section).
- **IMPORTANT:** tell visitors they are welcome to attend the **USH Connections** session, held on the **first Sunday of the month (Oct–May)**, after the service in the Library. The "**Becoming Connected at USH**" brochure explains these and can be found on Table Section 2 - there will also be posters displayed on those Sundays.
- **Write a note** about anything of interest that you learned in talking to visitors on their completed Guest Form or on the notepaper kept with the re-supply checklists.

Name Tags

- Invite visitors to **make nametags** (supplies are in basket with plastic sleeves and **green pens**). Tell them that if they plan to return, to place the tag on the end of the nametag rack, when leaving.
- If they expect to be coming regularly, **encourage them to sign up for a green laminated nametag** on the **nametag sign-up sheet**. These will be made every couple of weeks and, once done, will be placed in the basket on the Welcome table. Ask them to watch for their tag to appear and to discard the old tag and return the plastic sleeve, once they have their new tag.

Visitors' Questions

- **Answer questions** visitors may have and **point out information displayed on the Welcome table**.
- You can **point out the historical panels** and the **materials on the ledge next to table**:
 - Cards in carousel holder, including “What do UUs Believe?”
 - Programs for Adults and Families notebook
 - Small Group Ministry brochures and a wide assortment of pamphlets
 - Caring Network flyer

Visitors with Children

- **Children age 4 and older** should accompany their parents into the service. If they wish, they can join the other children for the “Time for All Ages” story on the chancel. During the musical interlude following the story, a parent can walk them to their classrooms, if they wish to attend.
- **Children younger than 4** can be taken directly to the nursery downstairs, before the start of the service, or are welcome to stay in the sanctuary if parents prefer.
- **Refer to the list of classrooms** and building map (with RE materials on Table Section 1).
- If parents wish to **register for Religious Education**, forms are available at the Welcome Table.
- **If visitors have any RE questions**, direct them to the **Director of RE** (or a member of the RE Sub-council, in her absence), who will be available in the lobby or at the Welcome Table immediately following the service. The DRE (or RE Sub-council Member) is also available in the halls during the service and is often downstairs at Coffee Hour.

New Information Pack

- For your convenience, we have added two different packages that can be handed out to our visitors. One is for individuals and the other is for families with children. Both contain essential information about our church. In addition, the package for families with children contains RE information and a coloring book to entertain the children.

JUST BEFORE THE SERVICE -----

- **Ring the bell** 5 minutes before the start of the service. (Use the timer as a reminder.)
- After ringing the bell, **hold up the QUIET sign** and **encourage folks in the lobby to quiet down and to go into the sanctuary before the service begins**.
- **Encourage late-arriving visitors to stop by** the Welcome Table after the service.

AS THE SERVICE BEGINS -----

- **One of you stays in the lobby for a while after the service begins**, encouraging late-arriving visitors to stop by the Welcome Table after the service.
- You can help the ushers by explaining the seating procedure to latecomers as they come through the lobby – especially helpful if there are a lot of latecomers. (Entry procedure is explained on the standing sign next to the door into sanctuary).
- **Wait to take your seat** until the ushers indicate it is time to be seated or take your seat from one of the side aisles.
- **Pay attention when visitors introduce themselves** during the early part of the service. Note any visitors you may have missed

AFTER THE SERVICE -----

- **Return to the Table during the postlude** to greet any visitors you missed earlier or late arrivals who'd like to fill out a Guest Form and ask questions.
- **Encourage visitors to come downstairs to Coffee Hour**. If possible, offer to have someone accompany them. Invite them to stop at the Visitor's Table downstairs and to explore the information available in the Fellowship Hall (pamphlet rack, book cart, Program Table, "Green" sale display, etc.).

CLEAN-UP -----

- Once all visitors have left, **replace materials in the 3 boxes** (use photos and list as a guide) and **return the boxes** to the floor of 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
 - Pew Cards
 - Easy Starts
 - RE registrations
 - Interest Checklists or surveys that have been turned in
- Any Notes on visitors you have made
- Checklist noting any materials running low (found with Table 3 supplies)
- Hearing assistance devices with low batteries

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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