CATHOLIC DIOCESE OF MEMPHIS

“Called to Welcome: Usher & Greeter Training”

Matthew 25:40

“Whatever you did for one of the least of these My brethren, you did for Me.”

Our Ministry

Ushers and greeters are ministers of hospitality.

We are often the first and last people parishioners' encounter.

Our presence helps people feel welcomed, valued, and safe.

We serve with patience, kindness, and attentiveness.



A Catholic Ministry of Hospitality

Welcome every person with dignity and respect.

Be attentive to visitors, families, elderly parishioners, and those needing assistance.

Help create an environment where everyone can participate in Mass.



The Greeter's Role

Greet people warmly.

Offer Directions and assistance.

Be familiar with restrooms, classrooms, exits, and parish offices

Identify visitors who may need additional help



The Usher’s Role

Assist with seating and help maintain an orderly environment.

Assist during collections.

Help parishioners with special needs.

Monitor general conditions inside and around the church.

Know emergency procedures.



The Power of Hello

Smile and acknowledge people and make eye contact with them.

Be approachable and do not forget to say, “hello”.

Notice people who appear uncomfortable, confused, or in need of assistance.

A simple greeting can also help establish normal awareness of who is entering the church.



Situational Awareness

Pay attention to unusual behavior or circumstances.

Avoid distractions, especially excessive phone use.

Know where your exits and emergency equipment are located.

Communicate concerns rather than ignoring them.



Recognizing Concerning Behavior

Someone attempting to enter restricted areas.

A person who appears confused or distressed.

Someone leaving an unattended bag or package.

Arguments or conflicts that are escalating.



When Something Doesn't Feel Right

Do not confront someone unnecessarily.

Maintain a safe distance and have an escape route.

Notify the appropriate church leader or security personnel.

Do not place yourself or others in unnecessary danger.



Emergency Exits & Evacuation

Every usher and greeter should know:

Fire alarm & fire extinguisher locations.

How to assist children and individuals with disabilities.

Who is responsible for contacting emergency services & who to call.

Assembly areas after an evacuation.



Medical Emergencies

Know the location of the AED and first-aid/trauma kit supplies.

Direct emergency responders to the correct location.

Providing aid within your level of training.

Keep access routes clear.



Responding to a Violent Threat

Run: Leave the danger area if it is safe to do so.

Hide: If escape isn't possible, secure yourself in a safe location.

Fight: As a last resort, take action to protect yourself and others.

Call 911 when safe to do so.



Protecting Children & Vulnerable Parishioners

Follow parish child-protection policies and complete VIRTUS on-line training.

Never ignore a safety concern involving a child.

Know who is authorized to pick up children.

Never assume someone else will report a concern.



Handling Difficult Situations

Remain calm.

Listen before responding & avoid arguing.

Get a pastor, staff member, or security representative involved when needed.

Call law enforcement (911) when a situation presents an immediate threat.



Assisting During Mass

Remain attentive without becoming disruptive.

Assist late arrivals discreetly.

Watch for medical emergencies.

Be prepared to respond if an emergency occurs.



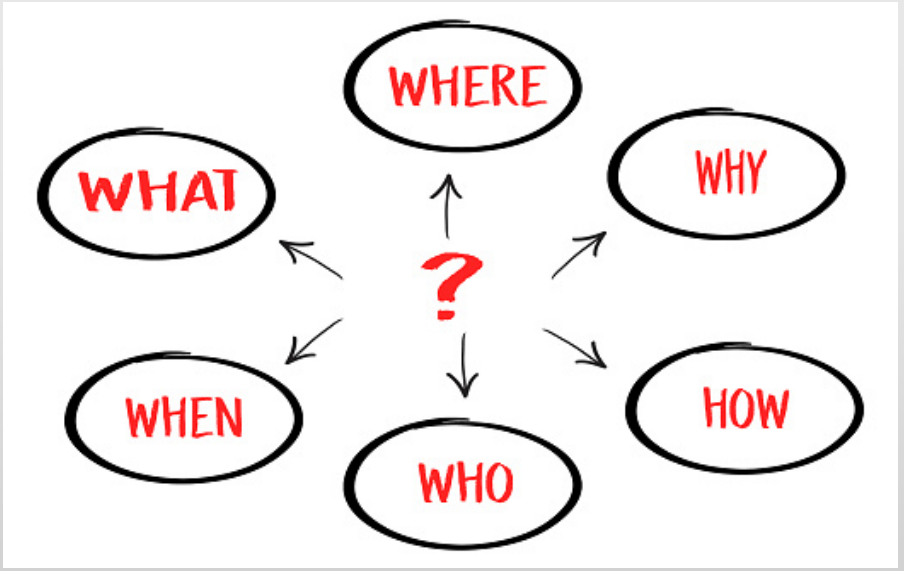
Communication

Know who to contact for different situations.

Give clear, concise information. Who, what, where, why.

Avoid broadcasting sensitive information unnecessarily.

Be prepared to meet emergency responders.



What Ushers & Greeters Should NOT DO

DO NOT physically confront someone unless necessary to protect life.

DO NOT investigate suspicious circumstances on your own.

DO NOT chase someone.

DO NOT ignore concerning behavior.



Before Mass Checklist

Arrive early & checked your assigned area.

Make certain all emergency exits are accessible.

Check communication equipment if available.

Know where emergency equipment is located.



During Mass Checklist

Stay attentive & watch the entrances and common areas.

Assist parishioners as they arrive.

Monitor for medical needs & communicate any concerns with your team members.

Maintain a welcoming presence. The power of hello.



After Mass

Assist parishioners as they leave in an orderly way.

Watch for parishioners needing assistance.

Report safety concerns or any observed suspicious activity.

Secure your assigned areas according to parish procedures.



CATHOLIC DIOCESE OF MEMPHIS

Thank you!

Your ministry of hospitality helps create a church where people can come together to worship, grow in faith, and feel safe and welcomed.

Thank you for giving your time and talents to serve our parish.



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