

## METROPOLITAN S.D.A. CHURCH USHER MINISTRY 2007-2008

### MISSION STATEMENT

*Our mission as Metropolitan ushers is to enable worshippers to feel welcome and comfortable. To fulfill this mission, we will remember to smile, be polite, and communicate to the worshippers clearly. We will maintain order by assisting worshippers to their seats and will be knowledgeable of all venues (e.g. restrooms, water fountains, pay phone). We will offer assistance to all worshippers, regardless of their needs. We will work to solve problems and answer questions and will be professional in our dress as well as in our behavior. In accomplishing our mission, we will fulfill Metropolitan's mission to enhance the church and embrace the community through excellent service.*

### Traits

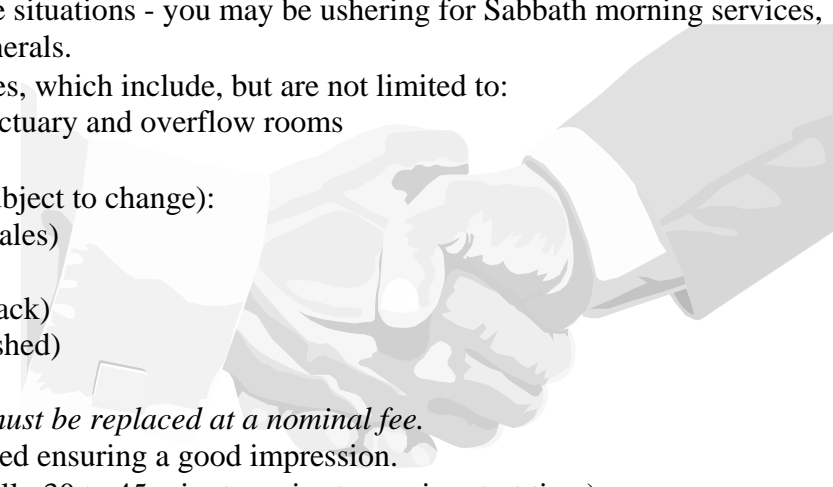
Ushers are a critical part of the church service. We are here to enhance the worship experience.

As a member of the usher ministry **you** are the ambassador for the service when on duty. You must be professional and listen and communicate well with the worshippers and each other. The desired traits of the Metropolitan Usher are:

- A desire to serve God by serving our members and visiting guests
- Excellent communication and people skills
- Commitment to service

### Expectations of the Metropolitan Church Usher:

- Be professional, friendly, and helpful at all times.
- Be knowledgeable about all venues covered by the usher ministry.
- Have a friendly, pro-active attitude toward all. Approach them first - don't wait for them to approach you.
- If someone has a question or concern, assist him/her by explaining the policies as necessary.
- Willingness to work a variety of diverse situations - you may be ushering for Sabbath morning services, concerts, evangelistic meetings, and funerals.
- You must be comfortable enforcing rules, which include, but are not limited to:
  - Turning off cell phones in the sanctuary and overflow rooms
  - No standing or sitting in the aisle
- Adhere to the following Dress Code (subject to change):
  - Black slacks (males) or skirt (females)
  - White collared, long-sleeved shirt
  - Proper hosiery (plain black/off-black)
  - Black dress shoes (clean and polished)
  - Matching black blazer (optional)
  - Usher pin (provided). *Lost pins must be replaced at a nominal fee.*
  - Clothes should be clean and pressed ensuring a good impression.
- Adhere to designated start times (typically 30 to 45 minutes prior to service start time)
- Ushers are urged to stay and return the sanctuary to its original condition after each service (picking up programs, lost items, etc.).
- Strive to be part of the team! We want to create an atmosphere where guests will want to come back again!



**Dismissals**

Cancellations, no-shows and timeliness affect how well we function as a team and will be monitored. If you receive 3 unexcused absences in one year, you may be asked to leave the usher ministry. There are exceptions for leaves of absence, medical and/or family emergencies. Please contact your team lead in the event you will be late or absent.

**Metropolitan S.D.A. Church Usher Board**

Leader: Monique Riviere

Assistants: Pauline Collins, Rebekah Joseph, Patricia Lewis

*Contact Information:*

Web page: [www.metrodda.org/Ushers.php](http://www.metrodda.org/Ushers.php)

E-mail: [ushers@metrodda.org](mailto:ushers@metrodda.org)

Phone: (301) 773-9798

**METROPOLITAN S.D.A. CHURCH  
USHER MINISTRY 2007-2008  
INFORMATION FORM AND AGREEMENT  
PLEASE PRINT**

*NOTE: One form per individual, please.*

Please indicate which describes you:  Jr. Usher (Age 13 through high school)  Adult

Name: First: \_\_\_\_\_ Last: \_\_\_\_\_

E-mail: \_\_\_\_\_

Best Phone Number to Reach You: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Alternate Phone Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

1. What interests you about being an usher?

2. If you have ever been an usher before - where?  Metro  Other (please be specific below)

3. Please tell us what talents or gifts that you bring to the usher ministry:

4. Are you available to serve on short notice (a few hours, a few days)?  Yes  No  Possibly

5. How many services are you interested in ushering for each month?  1 – 2  3 – 4

I have read the *Usher Expectations* document and want to serve in the Metropolitan Usher Ministry. In the event that I cannot serve according to these expectations in any way, I will inform my team leader immediately.

Signature: \_\_\_\_\_ Today's Date: \_\_\_\_/\_\_\_\_/\_\_\_\_