

# Hospitality

Sign up to be an Ambassador or a Section Leader!

## Ambassador:

The role of a greeter or an ambassador is to offer radical hospitality to all who enter our parking lot, our doors, and our worship services. Radical Hospitality goes beyond being friendly: it involves striving to consistently exceed people's expectations of welcome and inclusion.

### How?

- Connect--Connect with those who walk through our doors, who you encounter in the parking lot or other locations on our campus. Provide excellent follow through by helping find what they might be looking for and offering a warm and sincere goodbye.
- Reach--Reach out to others by greeting them. Smile and say "Hi!" or "I'm so glad you're here!" Introduce yourself by name.
- Engage--Engage with those around you by noticing. Cultivate an attitude of awareness and welcome. Be on the lookout for people you do not know or who walk in alone.
- Welcome--Warmly welcome and greet our guests before each worship service.

**Where?** Our greeters or ambassadors are positioned inside each entrance to our church building. Currently, we utilize three main entrances: The Gallery, Office, and Sanctuary. We also staff our Welcome Center located in The Gallery.

### Details:

- Be happy to serve!
- When serving please make members and guests your first priority.
- Smile! Your body language is the first thing people notice.
- Arrive at your area 15 minutes prior to the start of the service and return to offer a goodbye as people exit.
- Wear your nametag.
- Wear a greeter lanyard or "Ask Me" button. (Pickup at the Welcome Center in The Gallery)
- Be a servant leader. You are a leader at Mentor United Methodist Church. By your actions and words, you model for the congregation what it means to be a member of the Body of Christ, and a part of the MUMC community.

# Section Leader:

Section leaders lead the charge for radical hospitality by noticing, giving personal attention, and providing excellent follow through to everyone who comes into their section. Section leaders establish a greater sense of connection with those who sit in their section of seats or pews by welcoming them and learning their names. They help make a large church feel smaller and more welcoming. Section leaders notice each person and boost their sense of belonging. Section leaders are encouraged to notice when people are missing or new people are present. Section leaders are asked to prioritize weekly worship. They are also encouraged to serve with a co-leader.

## How?

- Pick the section and service time that you will serve.
- Pray for your section and the people who will worship with you.
- Arrive in your section at least 15 minutes prior to the start of worship.
- Wear your name tag and a Section Leader lanyard or "Ask Me!" button so that people who sit near you can identify you as a section leader and get to know your name. Remember you may be someone's first point of connection and relationship to MUMC.
- Commit to serve as a section leader whenever you are in worship.
- Greet each person as they enter your section.
- Make introductions, one person to another. Encourage relationship building.
- Notice when new people attend, and make an extra effort to welcome them.
- Notice when regulars are missing, and if needed let staff know of any specific concerns or care needs.
- Get to know other Section Leaders and communicate with each other when you will be out of town or away, so that your section can be covered.
- Be familiar with general church resources and campus layout in order to answer any questions or provide next steps for members and guests.
- On Communion Sundays check with an usher so that you can help assist anyone who may need special assistance in partaking in the sacrament.
- Ensure that your section is neat, tidy, and ready for guests. Have a few Connect and Prayer Request cards on hand in case someone in your section needs them.

## Where?

Sections refer to the seats or pews in the worship space. In Modern Worship there are two sections, one on the left and one on the right. In Traditional Worship there are three sections, one on the left, one on the right and one in the balcony.

<https://linktr.ee/mumcsignups>