



Usher Team

Department: First Impressions Team

VISION

The usher team's vision is this: **You belong so we saved you a seat.** Here at Arlington Assembly we want every guest to know and to feel that they belong. As Ushers we have the opportunity to fulfill this vision through saving each guest a seat, engaging each guest and leading each guest to their saved seat.

MINIMUM COMMITMENT

Commitment to the usher's team is one Sunday a month. You can choose which Sunday of the month you would like to serve from 9:30 to 12pm. The Lead Usher who trains you can work with you for best arrival time as well as when it's okay to leave.

JOB DESCRIPTIONS

LOBBY USHER

- These ushers are located in the lobby outside the Sanctuary doors.
- They interact with each guest making their way into the service.
- They transition the guest(s) to their seats by communicating how many seats are needed to the Ushers.
- Lobby Ushers communicate with each other regarding how many seats are available on their sides.

SANCTUARY USHER

- These ushers are located inside the sanctuary near the lobby doors.
- They lead guests to their seats starting from the front and moving their way back.
- They keep track of how many open seats are available.
- They engage guests primarily through their body language once the Lobby Ushers have transitioned them off.
- Ushers communicate with their Lobby Usher regarding how many seats are available on their side.

- Ushers also encourage guests to move to the center as they're seating themselves so it's easier for later people coming in to find a seat.

SYSTEM

Save: We're ushers so we save seats. We save seats by knowing where the empty seats are.

LOBBY USHER

- We save seats by knowing how many seats are available on our side.
- We have "positive saved seats" language that we use as we interact with guests. Because language matters!

We say things like:

- "Let me find you a seat!"
- "We have two seats saved for you, Sally will show you where those are!"

We don't say things that...

- Makes the guest feel like we are inconvenienced to help them.
- The Sanctuary is too crowded and we don't have space for them.

SANCTUARY USHER

- We know where seats are by constantly walking up and down our aisles, keeping track of which rows have empty seats as well as how many empty seats there are in those rows.
- We know exactly where we are going to bring the next guest that walks into the sanctuary.
- We constantly communicate with the lobby usher regarding how many seats are currently available.

ENGAGE: Engage every guest.

LOBBY USHER

We engage every guest through saying the following in the following order:

1. “Let me find you a seat!”
2. “How many seats do you need?”
3. “Awesome! We have “number” seats saved for you, Sally will show you where those are!”

We don't ignore people by letting them walk past us without engaging them by saying hello or something similar.

- Ignoring people contradicts our vision as a church to help each guest to belong.
- No one feels like they matter or belong by being ignored.
- It can be overwhelming for a guest to walk into a full room. When we're there to engage them before they even walk into the sanctuary, we are removing the overwhelming burden for our guests to have to find a seat in a crowded space.

We engage with our fellow ushers.

As we open our sanctuary doors, we hold up the number of seats needed for our guests. This communicates with the ushers how many seats they need to locate.

SANCTUARY USHER

We engage guests primarily through our body language.

As soon as our guests enter the room we...

- Lift one arm signaling them with our hand to come to us.
- With our other hand we point to where their seats are.
- We smile!

The majority of the time, the empty seats are in the middle of a row. This means

we have to engage the people sitting on the sides of a row.

We don't want the people who have already found a seat to move. The less we can disrupt their worship experience the better.

Ask in the following order:

1. Are those seats taken?
2. (No.) Awesome! Do you mind stepping out and letting our guest(s) pass by (They step aside)
3. Thank you so much!"

Positively affirm the people who moved aside with a gracious "thank you."

LEAD: Walk someone to their destination. It shows that you value them.

LOBBY USHER

If your side is full then there are two options

1. Walk them to the balcony and find them a seat.
2. Walk them to another aisle and let the other ushers lead them to a seat.

SANCTUARY USHER

When leading guests to saved seats, we fill up the front rows first and work our way back. Two reasons for this:

1. Those in the front rows lead the energy of the service. Empty front rows can encourage disengagement.
2. Filling up from the front to the back of the Sanctuary is the most systematic and efficient way to know where you're going to lead the next group of people. We want to avoid bringing someone to the front for a seat only to find no seating and have to bring them all the way back.

****there is additional training and a separate to-do list for Lead Ushers.***