



FIRST UU GREETER GUIDELINES

OBJECTIVES

The Greeters at First UU San Antonio are part of the Membership Committee. The Committee is guided by the church's Mission, Vision, and 2017 Strategic Plan. One of the main goals of the Strategic Plan is to create a consistent welcoming experience for everyone. We welcome everyone regardless of their identity or church affiliation, and we are welcoming every Sunday and/or at every program event. Recommended Initiatives include a culture where children and families feel welcome, create an accessible campus/programming for everyone, and follow up with visitors.

TO BECOME A GREETER

Notify the Membership Chair to schedule a time for a brief introduction. Spend a Sunday at the Welcome Table to confirm you'd like to be a Greeter. Review these guidelines. Let the Membership Chair know of a regular Sunday you can work or if you'd like to be listed as an floater. Once you're on the regular schedule, let the Membership Chair know if you need to reschedule a Sunday.

ON SUNDAY

- Be ready to greet at 10:30am. First time guests often arrive early!
- Wear a yellow Greeter ribbon on your name tag.
- Put out the Yellow Guest Cards, mini clipboard, markers, blank name tags, pronoun stickers, rainbow stickers.
- Refill the rack of various brochures if needed. Extras are in the office in the cupboards next to the copy machine. Include copies of UU World Magazine (bring from home if you have extras).
- Review the Order of Service for upcoming events and locations in case new people ask. Important things to look out for include if it's an Intergenerational Service, if we have a guest speaker, anything special about today's service. Also, for after-church events and locations.
- If it's a FUUNd lunch Sunday, look out for the new visitors and walk them to the front of the line. You can quietly let those in line know that you have a first-time visitor and members are very understanding. This helps the visitor know where to go and let's them get food without feeling obligated to donate money.
- Guests with extra needs (visual, hearing, caretakers, etc). Greet everyone in their party and offer to help. Hearing aids are available through Gary in the sound booth. Large print orders of service are available in the foyer.
- Stay until service starts in case there are late-comers. 11:15am is good.
- Plan to stay 10 minutes after the service has ended to receive Yellow Cards or help direct them to after-church meetings.
- Drop-off Yellow Guest Cards to Mary in the Church Office for follow up.

- ❑ NOTE: Mary then mails a Welcome Packet that includes a welcome letter, Guest Name tag and info on children's programming if they ask for more info.

GREETING NEW GUESTS

There are various "positions" for Greeters: behind the table, in front of the table (but to the side) or at an entrance door. If there are plenty of greeters, consider going out to the patio to be the first point of contact for guests. If there is an abundance of greeters, another location is a parking lot roamer to help visitors make their way to the service.

As people arrive, smile and say "hello". There are often clues it's someone's first time: looking around seeming lost, reading everything, or no nametag. A few options to approach guests are:

"Hi, I'm _____ and I don't believe we've met."

"Are you visiting us today?"

"Have you been coming here for a while?"

"Are you familiar with Unitarian Universalism?"

If the person has been coming for a while you can follow up with "May I ask what brought you back?"

You can recommend books such as: [UU Pocket Guide](#) (updated 2019), [A Chosen Faith, Welcome](#), or YouTube video called "We are Unitarian Universalist"

Other options that Membership Committee could purchase to distribute include:

[Bookmarks "Ten Reasons to Join" \(25 bookmarks for \\$8\)](#)

[Bookmarks "Principles and Sources" \(25 bookmarks for \\$8\)](#)

[Wallet Card "Principles and Sources" \(Pack of 100 cards for \\$10.00\)](#)

[Wallet Card "What do UUs Believe?" \(Pack of 100 for \\$10\)](#)

CHILDREN & FAMILIES

If they have children, offer to help find the best option:

- Our Service is family-friendly and children of all ages are invited to stay with their families as one option. Note if it's an intergenerational service or not.
- **Worship Notebooks** are available at the table in the foyer for activities and coloring during service
- The **Wiggle Room** is available to the back of the Sanctuary. There is a chair and toys. The service can be heard from inside.
- For **ages 3 and under**, nursery is available 9:15am-12:15pm (sometimes 1:15pm). Walk the families to nursery in the PT Barnum Room in Longfellow Building, they will need to sign in the child(ren).

- For **ages 5th grade and under**, the playground is available but parents must register kids prior to the service. After Story Wisdom, kids will be escorted to the playground and will be released at 12:15pm only to a parent/guardian.

Once you have engaged a guest:

- Offer them a name tag
- Encourage them to take a clipboard with a yellow card with them into the service to complete; point out that there is a front and back side to complete. Remind them to return it to the Welcome table after the service or place the Yellow Guest Card in the offering basket.
- Offer them the brochure rack, pointing out which brochures might interest them (Welcome Guest, Young Adults, Activities etc.)
- Offer them a UU World magazine
- Encourage them to return again, or try some of the Religious Education Classes.
 - First UU 101 is every **SECOND** Sunday at 12:15pm
- Say hello on the next Sunday if you see them around campus.