

# **Hospitality Minister Instructions**

**[revised 9/28/22]**

## **Scheduling**

A new Ministry schedule is generated every month. Katie, our administrative assistant, will email you two weeks prior to creating each month's schedule. Please respond as soon as possible if there are any dates you are not available to serve.

Katie will email you the new month's schedule during the week prior to the first weekend of the month. If you are unable to make any of your scheduled services, please request a substitute so that someone else can fill your important role as Hospitality Minister on the *Web Terminal* scheduling application.

<https://secure.rotundasoftware.com/29/msp/web-terminal/home?user=OurLadyoftheBlackHills>

*Once you are logged in, you can click on the Help tab at the top of the screen to see a short video or a printable guide that explains step by step how to update your information. You can click on a service to request a substitute, see with whom you are scheduled, and access other information about the service.*

## **Who are Hospitality Ministers?**

Hospitality Ministers welcome every single member of the congregation and visitors: children, teens and adults. Your friendliness reminds people of Christ's words: "I was a stranger and you welcomed me." Hospitality Ministers are the first persons whom worshipers meet when they arrive at church and the last persons they see from the church when they leave. Offering a smile and a word of welcome can have a profound impact on people as they arrive, especially if they are visitors to the parish. Hospitality Ministers interact with more people of the parish one on one than any other ministry.

## **Appropriate Attire**

A neat and especially reverential appearance is in keeping with the minister's role as a visible example of reverence, welcome, and hospitality. Select clothing that could be labeled your "Sunday best" or "Business Casual." Avoid the following clothing items: shirts that have printing on the front or back, sweat clothing, or shorts. Likewise, ladies should dress modestly by avoiding tank tops, spaghetti straps, low-cut necklines, and short skirts.

## **PROCEDURES BEFORE THE LITURGY**

- Arrive at the church 25-30 minutes prior to the start of Mass, and sign in on the clipboard on the counter in the Gathering Area.
- Proceed to the Sacristy, get your lanyard and badge, and ask the sacristans if there are any special Hospitality instructions for this Mass.
- Narthex TV
  - Please turn the TV on when you arrive and turn it off when you leave.
  - There is a remote control velcroed to the left rear of the TV. Press the power button. Let the TV warm up. Press the power source. There will be an option for USB. Select USB with the arrows. Select upcoming events [video].
  - It should begin playing automatically. If you need help, please ask Fr. Andrzej.

## PROCEDURES BEFORE THE LITURGY [cont'd.]

- Pull out the table with the basket of comfort cushions so they are visible.
- Smile and greet people as they approach the church doors.
- When the church is crowded, Hospitality Ministers will need to help parishioners find places to sit. You may need to encourage people to sit closer together and towards the middle of the pews.
- **Gift Bearers:** Before Mass begins, select a family or three individuals to serve as gift bearers. **Hospitality Ministers should not serve as Gift Bearers.**
  - ➔ An emphasis in selecting gift bearers is to include families and/or individuals who are not already involved in a ministry at that Mass. Also, note that those selected are appropriately dressed. [Ladies should be dressed modestly—no tank tops, spaghetti straps, low-cut necklines, and short skirts. Men should be wearing pants or at least knee-length shorts.]
  - ➔ **Please offer gift bearers the instruction card** that is on the gift table when they agree to serve. Ask them to return the card to you when they come to the back to take up the gifts. If they forget to bring it, after Mass look for it in the pew in which they sat.

### Gift Bearer Duties

***Thank you for agreeing to serve as a Gift Bearer for this Mass!  
Carrying the "Gifts" to the altar signifies that we offer everything to  
God including our lives in thanksgiving for all that the Lord has  
done for us.***

- As the Hospitality Ministers are nearly finished with the collection, gift bearers proceed to the gift table near the baptismal font and wait for the ushers to empty the collection into the large basket.
  - **The gift bearer with the collection basket walks in front.** If a family is taking up the gifts, two children can easily each hold onto a handle of the basket.
  - **The gift bearers with the bread and wine** follow behind with the bread on the left and the wine on the right side as they process to the altar.
  - The priest or deacon will take each of the gifts from the bearers. He will hand the wine and the collection basket to the altar servers.
  - Then he will take the bread. The gift bearers bow to the altar when all the gifts have been presented; then they return to their seats.
- ➔ Please return this card to the gift table when you go to the back of the church to take up the gifts.**

## PROCEDURES DURING THE LITURGY

Once the entrance procession has completed and the priest greets the assembly, make sure the glass doors are closed between the Gathering Area [Narthex] and Sanctuary.

### Your Seating/During Mass

- Hospitality Ministers sit in the back pew to the left of the entry doors. You should know the location of the restrooms and fire alarms and extinguishers. Additionally, you should know the location of the hearing devices and how they operate as well as how to operate the AED [automated external defibrillator] located in the case to the right of the Sacristy door.
- When Mass begins, Hospitality Ministers should participate fully in the prayers, songs, responses and gestures of the worshipping community.
- Whenever the congregation kneels, please use the kneelers behind the last pew directly in front of where the Hospitality Ministers sit. In the case when there is a baptism and a table is blocking the kneelers, please do the following: Stand during the Eucharistic Prayer when everyone else kneels, and bow when the priest genuflects (2 times) after the words of consecration over the bread and wine.
- If there is an emergency during Mass: Step outside and call 911. The cover of the Hospitality Minister's OLBH Church Directory, located in the rack under the Hospitality Minister pew, has the exact address you will need to give the operator.

### Preparation of the Gifts

- Once the General Intercessions have concluded, the Hospitality Ministers collect the gifts of the assembly; meanwhile, the priest sits on the steps in the center of the altar and collects donations from the children. *[The baskets are on each side of the church just inside the archway that divides the front and back of the church.]*
- Hospitality Ministers proceed down the outside aisles. Give one basket to the person in the seat nearest the front on the center aisle. That person will pass it along to others in that pew.
- Give another basket to the first person in the front row of the outside seating.
- When the basket has been passed to the back of the outside front section, take it to the person in the front row of the back section of the church on your side.
- If there are not many people in a certain section, or if someone is not able to get up and give it to someone in their row or the row behind him/her, you will have to assist by taking the basket to the next person.
- Only if the church is full, give a third basket to the person in the front row of the back section of the church on your side.
- Collect the baskets from the back rows; then put all of the money in the large basket. Notice whether there is anyone in the Narthex whose envelope/money you may need to collect.
- The priest and altar servers come down the steps. At that time, the Gift Bearers take up the gifts. Return the small baskets to their place along the wall.

### Special Collections

If there is a special collection, a separate basket will be on a table in the Narthex, and you can direct parishioners to place their envelopes in that basket. After Mass, the contents of that basket will be taken to the sacristy where you and a sacristan will place it in a separate bag from the regular collection.

## Communion Procession

- Help guide those in a longer communion line to move to the shorter line.
- Hospitality Ministers will be last to receive communion.
- If anyone requires that Eucharist be brought to him/her at their seat, inform the Eucharistic Minister when you approach the altar to receive communion.

## Concluding Rite

- Following the dismissal rite and during the final song, open the doors to the Gathering Area so that the procession can easily leave the sanctuary.
- Both Hospitality Ministers stand on either side of the doors right outside the Sanctuary. Feel comfortable to be friendly and tell parishioners to have a good week, etc.
- **Bulletins:** Direct those who would like a bulletin to their location on the Narthex counter.

## PROCEDURES FOLLOWING THE LITURGY

- Retrieve the contribution basket as well as the children's basket that are next to the side table on the main floor to the left side of the altar
- Locate the plastic bag that is labeled for that Mass's collection on the counter of the Sacristy. One adult Hospitality Minister and one Sacristan will sort the money: cash, checks, envelopes and the children's collection following the directions on the bag. This always must be done with two adults—one Sacristan and one Hospitality Ministers present. **This is required by the diocesan financial policy.** The Sacristan and Hospitality Minister must sign the bag.
- Sacristans will put the bag in the slot.
- Return the larger basket to the floor between the gift table and Hospitality Minister pew at the back of the sanctuary and the smaller children's basket to the slot on the table by the presider's chair.
- While one of the Hospitality Ministers is sorting the money. The other minister could offer to help the sacristan; for example, using the wooden tray, gather all vessels and linens from the credence table and return them to the rear counter in the sacristy.
- Before you leave, check each pew to make sure that the song books, bible and laminated information cards are returned to the holders [as shown to below]. Also, collect any song sheets that were distributed to the congregation before Mass and return them to the table in the Gathering Area. If there is anything left in the pew, take it to the Lost and Found to the left of the Narthex counter. During the seasons when additional worship aides are in use, check that an equal number of aides are stacked at both ends of each pew.
- Return your lanyard and name card to the box in the Sacristy.



**Note:** If you ever need to check Hospitality Minister Instructions while you are at church, there is a copy of these instructions in a white Our Lady of the Black Hills Ministry Instructions binder in the same cupboard as the name card box. There is also a copy of them in the same type binder in the library.

## ***Outside Hospitality Minister Instructions***

Outside Hospitality Ministers will be assigned during Masses when larger than normal crowds are expected [ex. Christmas, Ash Wednesday, Good Friday, Easter Sunday].

Outside Hospitality Ministers should arrive thirty minutes prior to Mass. Between two and four ministers will be assigned for each Mass. Ministers will generally stand outside of the front doors. Duties will include but are not limited to the following:

- Offer a friendly handshake or greeting to everyone.
- Hold the door open.
- Assist the elderly who need help walking from their cars.
- Provide direction in the parking lot in overflow situations.
- Walk those without umbrellas from their cars to church when it is raining.

**After the service:** [Head toward the doors after the final prayer.]

- One or two ministers will hold open the outside doors and wish everyone a good day, tell them you are glad they came, etc.
- Assist the elderly who might need help walking to their cars
- Help direct drivers as they exit the parking lot.

When it is anticipated that there will be a large crowd, it would be most helpful for Hospitality Ministers to park their own cars further away from the front door.