

Responsibilities and Guidelines (continued)

4. When you come to church for your assigned time as a hospitality minister, use your judgment to see where the needs are and where you can best serve. If there are enough "greeters" at the back or side door, perhaps you can walk through the church and greet others who have already gone to their pews. We don't want to overwhelm people coming in by having too many people crowding around or descending on them! SMILE. Make yourselves open and available to people as you walk through the church. If you see someone reading a visitors brochure you might approach them and introduce yourself. Use your best judgment.
5. Some people coming to visit may not be familiar with the order and prayers of our mass. We will have missals in baskets, visible and handy, near the doors where people walk into church. If you don't recognize someone, you might ask if they would like to use a missal during mass (and return to the basket, of course). In case anyone asks, they are available to purchase for \$2.
6. When you notice unfamiliar people coming into church with children, please tell them about the children's liturgy of the word, so they will be aware and prepared when the children are called forward.
7. Please call another hospitality minister to substitute if you are not able to be present on your scheduled day and time. It is important for the team to be complete as we welcome guests and our growing community each week.
8. If you have any questions, suggestions or concerns about hospitality ministry, you may contact Courtney Davis at crtnyhavs@yahoo.com or 241-3967. (*e-mail preferable*)



 The *NEW*
St. Monica Community 

Hospitality Ministry Handbook



Message to Hospitality Ministers



We are a resurrection people.

Rooted in our rich Catholic heritage, we are growing in the Spirit, as individuals and as a faith community.

We answer the call to live out our baptismal vocation in our daily lives, bringing the light of Christ's presence to our families, workplaces, neighborhoods and the world.

We dare to live the life of Jesus Christ, transforming discouragement into hope, fear into love, isolation into community.

This call to all of us at St. Monica Church, this vision and mission of our new community, has special meaning for those of us involved in our Hospitality ministry.

When people walk through our doors, we never know what's happening in their lives and hearts. We don't know what their needs are – but God does! Perhaps they are in much pain, experiencing discouragement or fear or isolation, and God has led them to us to be touched by His hope and love and community.

When people come to our community (for the first time or as regulars), we as hospitality ministers are the first contact they make. Do we focus our full attention on them and let them know that we're genuinely glad they came? Do we take time to listen to what brought them here, what their needs are and how we can help them feel more at home among us?

Whether you're handing them a book, or helping them find a seat, or orienting them to our community, YOU are the channel of God's love for them. Through you they will get the message that someone cares and that they matter. THAT is our mission – to greet warmly each person and touch him/her with the light of Christ's caring presence. This is no small responsibility.

When you are scheduled to be a hospitality minister, in whichever role you're assigned (see attached information), God is asking you to commit yourself during that time to this mission – to be part of a team that extends open arms and hearts to all who are led to our doors – whether they are newcomers or familiar faces.

Thank you so much for your willingness to live your baptismal call through this important ministry in our community.

"Do not neglect hospitality, for through it some have unknowingly entertained angels." (Hebrews 13:2)

Responsibilities and Guidelines

Some of you are new to this ministry and others have been serving in this way for years (even decades!). As we rekindle this welcoming life in our new community we want to share and review some insights and suggestions that can enrich your experience and the gift you offer others.



Therefore, we ask that you be ever mindful of the following responsibilities and guidelines:

1. It is natural for us to engage in conversations with those we know. When assigned to be a hospitality minister, however, our focus must remain on welcoming those coming in the door. PLEASE do not gather in the back of church to socialize before mass. We want that space to be kept free for the greeters and distributors of materials to welcome those entering. If you see someone enter the church, please immediately STOP what you are doing and warmly greet that person and distribute the materials. If for some reason you are unable to stop what you are doing, then please take one moment to at least acknowledge their presence with, "Good morning, I'll be right with you."
2. Greeting others warmly is the hallmark of all hospitality. Smiling, expressing a simple "welcome," calling people by name, assisting with their needs, all radiate a message of welcome and caring as we focus on each person coming through the door. When approaching someone you've never noticed or met before simply say, "Hello" or "Good morning. My name is... Welcome to the new St. Monica Parish." Do not say "I don't know you" or "I haven't met you before" since they may have been coming to St. Monica for a while though you don't recognize them.
3. Each person has different needs for personal space so it is important to be sensitive as we greet others "warmly." Not everyone wants to be hugged and some can be threatened or turned off by an overly friendly (hugging) hospitality minister. Warmth and genuine caring can be conveyed in so many ways, so do so with consideration of others' personalities and needs, especially for newcomers.

As a relationship builds you might even ask the question: "Do you do hugs?" or "Can I give you a hug?"