

Hospitality Minister Guidelines (Revised Sept. 2017)

Thank you for volunteering to serve the congregation as a Minister of Hospitality! In general your ministry focuses on making people feel welcome and comfortable during Mass, and on keeping the physical environment free from unnecessary distractions to prayer.

Your specific duties help enhance the smooth flow of the Liturgy. As with any good host or hostess, you should exhibit a friendly and welcoming attitude and be knowledgeable about the space. Please be attentive, available, approachable and ready to help anyone in need.

General Responsibilities:

Before Mass -

- Arrive 15 minutes prior to the start of Mass.
- Check the daily "Directives" (same copy posted on bulletin board in the Sacristy and Hospitality closet, Front entrance) for specific info regarding Mass.
- Get your nametag/lanyard from the Hospitality closet.
- When necessary, shovel or salt outside walkways to ensure safety of parishioners.
- Make sure there are enough bulletins at your entrance (you can take some from another entrance if needed).
- Make sure there are pens and collection envelopes in place in the pews.
- Neaten the pews (put hymnals in rack, kneelers up, pick up loose items, etc.).
- As parishioners arrive, open doors and offer a greeting. Ministers 4 & 6 (West entrance) – please stand in the foyer, opening the exterior doors to the parking lot to greet people.
- Hand out MagnifiKid pamphlets to families.
- Assist parishioners in locating seats, particularly when Mass is crowded. Seat latecomers between readings to minimize distractions.
- Hospitality Ministers 1 & 2 (Front entrance)
 - please make sure there is a Hospitality minister at all doors (including at least one adult serving with youth), or ask someone to fill in if needed;
 - invite two people (from any section) to bring up the gifts.

During Mass -

- Assist parishioners in locating seats, particularly when Mass is crowded. Seat latecomers between readings to minimize distractions.
- If you wish to be seated during Mass, please sit towards the back of your section so that you can be available at the entrance if your assistance is needed.
- Presentation of the Gifts - Hospitality Ministers 1 & 2 (Front entrance) are responsible for inviting two people to bring up the Gifts (preferably before Mass begins. The Priest will signal when it is time to bring up the Gifts.
- After the Presentation of the Gifts, take a head count of people in your section and record it on the sheet on the Hospitality closet door (Front entrance). The Diocese uses this information so please be sure to record it! Front entrance ministers (1 & 2) count the choir members and Altar.

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After Mass -

- Open doors and distribute bulletins to people as they leave. Be sure to wish people a good day.
- Hospitality Ministers 4 & 6 (West entrance) - please stand at the middle doors, where the hallway connects to the Parish Center.
- After most parishioners have left, check your section to make sure kneelers are up and hymnals are in the rack, and pews are neat and clean.
- Please check the Children's Chapel and bathrooms to neaten/restock as needed: Ministers 1 & 2, check bathroom in the Church, and the Children's Chapel; Ministers 4 & 6, check bathrooms in the Parish Center.

Collections

We do not take up a collection during Mass. Please direct people to place their contributions in the collection boxes at the Church entrances, and use the envelopes available in the pews to designate what the contribution is for. Also be sure not to block the collection boxes as you greet people before and after Mass.

Scheduling

Our parish uses Ministry Scheduler Pro (MSP) software to schedule all Liturgical Ministers (including Hospitality Ministers) on a quarterly basis. Once you have completed hospitality training, you will be entered into the MSP system and will then receive information through email about the scheduling process. Note: you must be registered with the Parish first, in order to be entered into MSP. Please contact Deb Roe, our Liturgical Ministry Scheduling volunteer at ministryscheduler.stcatherine@gmail.com with any scheduling questions.

Church entrances and Hospitality positions are labeled on the schedule as follows:

Hospitality Ministers 1 & 2, front entrance; 3 & 5 East (small parking lot) entrance; 4 & 6, Parish Center entrance.

Automatic External Defibrillator (AED)

There is an Automatic External Defibrillator available in the Church (housed in the Hospitality Closet near the bathroom in the main entrance). Several parishioners have been trained to use it in response to an incident if needed. If an incident happens in your area, please assist with crowd control. One Hospitality Minister needs to let Ann Marie know what is happening.