

Catholic Community of Pleasanton Ministry of Hospitality - Greeting 2007-2008

The Hospitality Ministry is an important part of our outreach as a church. It provides a setting in welcoming newcomers as well as longtime community members. This ministry allows us the opportunity to provide information and direction about our church. Some of the ways we show our hospitality is by greeting them at the door, providing bulletins, providing assisted listening devices.

Greeting Procedures

1. Commitment to the Ministry
 - a. Cannot stress this any stronger - your presence is essential. If you cannot fulfill your duty, call fellow greeters for a replacement. If all else fails, call Liturgical Coordinator of your scheduled mass time, which can be found on the lower left corner of your ministry schedule.
 - b. The Liturgical Coordinator who is assigned for each Liturgy keeps track of sign-in sheets and "no shows".
 - c. You will be assigned to a team, which will be scheduled once a month – a total of 12 times for the year.
2. Arrival
 - a. Arrive at least 20 minutes before Mass. Getting there at the same time as the community defeats the purpose.
 - b. Sign the binder. At St. Augustine's, the binder is in the Vestibule, at St. Elizabeth's, the binder is on the counter outside the Sacristy.
 - c. Wear "Greeter" badge.
3. Six greeters per Mass inside the church
 - a. At St. Augustine's, two at the front main entrances, one each between the center and the side, and one at each side of the church.
 - b. At St. Elizabeth's, two at the east and west sides of the main entrances, and one at each grotto entrance.
4. Worship Aids, Missalettes and Bulletins
 - a. There are two worship aids: Day (5, 8, 9, 10, 11, and 12 Masses) and Evening (4 and 6:30 Masses). Make sure to use the appropriate one.
 - b. At St. Augustine's, the worship aids are in the cabinets in the vestibule.
 - c. At St. Elizabeth's, the worship aids are on the counter outside the Sacristy.
5. Greeting
 - a. One greeter at each entrance of the churches.
 - b. Stay at your station until after the first reading is started.
 - c. Worship aids are set-up and handed out at the entrances.
 - d. Bulletins are set up and handed out at the entrances towards end of communion.
 - e. Greet everyone with a pleasant smile and a word of welcome.
6. Emergencies, taking care of those who need help
 - a. Know locations of restrooms, wheelchair accesses, pay phones, and egresses.
 - b. Take care of people who need listening devices, Missalettes, wheelchair access, or any other special considerations.
 - c. Listening devices are in the office at St. Elizabeth's, and in the vestibule in St. Augustine's.
 - d. Direct parish registration inquiries to the office at St. Elizabeth's and the rectory at St. Augustine's.
7. After the Mass, preparing for the next Mass
 - a. Very important to stay until after the end of the Mass and when the assembly has all left to prepare church for the next Mass.
 - b. Replace Missalettes and worship aids at the entrances.
 - c. Worship aids are discarded after the 11, 12, and 6:30 Masses.
 - d. Collect miscellaneous items from pews and dispose of appropriately.
 - e. Found items should be taken to the rectory at St. Augustine's or the office at St. Elizabeth's.
 - f. If a parishioner has a request that would take away from your ministry, other than an emergency, ask he/she to wait and will return to them in a moment.