

# CHURCH OPERATIONAL MANUAL FOR USHERING DEPARTMENT



## 1.1 Introduction

This has been put together to provide guidelines on what is expected from the leaders and members of the Ushering Department in fulfilling their ministry as being part of the Ushering Department of Christway Chapel Worldwide.

The document may be used by existing and new members of the Ushering Department for them to understand how things work in the Ushering Department. Any questions should be directed to the leadership of the Ushering Department or the Pastorate of the Christway Chapel Worldwide.

### 1.1.1 The Ushering Department

The Ushering Department is a service department in the Church and it is primarily responsible for ensuring everything is done decently and in order to ensure everyone has a good worship experience.

The Ushering Department has a special role similar to the air-conditioning in a hall. When it is working people hardly notice but when it stops working everyone notices.

The work of the Usher may not be regularly recognized but its absence will be immediately felt.

Overall we make sure we help everyone give excellent service to our God who more than deserves our best.

### **1.1.2 The Vision of the Ushering Department**

The Ushering department of CCW is a ministry of service and the Vision of the Ushering Department is based on service to others and is found in

***Colossians 3:23 -24 - "Whatsoever ye do, do it heartily, as unto the Lord, and not unto men; knowing that of the Lord ye shall receive the reward of the inheritance: for ye serve the Lord Christ."***

The mood and appearance of the ushers at all times must be one of cheerfulness and gladness as the ushers are initial point of call for members and visitors coming to the church for the first time.

### **1.1.3 The Purpose of the Ushering Department**

The ushers are like the 'customer representatives" of the Church. The impression which the ushers make on members and first timers may determine if they are willing to continue with the church or go elsewhere. It may result in winning a soul for the Kingdom or losing a soul.

The key activities that the Ushering Department plays in the church service include:

1. Welcome: provide a warm and pleasant reception for members and visitors as they enter the church building.
2. Traffic Control: coordinate the orderly and efficient parking of vehicles, managing the inflow and outflow of vehicles as applicable to the venue in use.
3. Crowd Control: coordinate the inflow and outflow of people in and out of the church building to ensure it is done orderly with minimum distraction to others

4. Seating Arrangement: oversee the seating of arrangement within the church building and facilities to ensure seating is orderly with minimum distraction to others.
5. Offering & Tithes: coordinate the collection of offering and tithes in an orderly manner. Counting the money collected at the end of the Service and providing the figures to the Pastorate.
  - a. Generally, the collection of offering and tithes shall be done always from the front to back on row-row basis
6. Serving: coordinate the distribution of materials, like books, CDs, publications and others as required.
7. Attendance Carry out a physical head count of worshippers and compile overall attendance for each church service. This should be done accurately and in orderly manner without distracting the attention of congregation.

a. Overall attendance each church service shall be documented/ reported as per the statistical breakdown below;

S/N	Category	Number
1	Men	
2	Women	
3	Teens	
4	Children	
	<b>TOTAL</b>	

The following details shall also be highlighted separately:

First Timers =

New Converts =

8. Sales of Church/ Religious Materials: Manage the sales of church materials such as, but not limited to; Christian literature, Manuals, CD's/ tapes, etc.
  - a. Ensure that the selling of the materials does not distract the worshippers and does not disrupt the service.
  - b. Ensure that detailed accounts are rendered to the pastorate on a regular basis.

9. During ministration (laying-on of hands) ushers are expected to always be on the alert, to attend to anyone as may be required.

a. Female ushers should stand behind and attend to women only while male ushers are to attend to men only.

10. Ushers are expected to be in Church or programme venue at least 20minutes before the programme to plan all the activities outlined above.

#### **1.1.4 The Core Values of the Ushering Department**

The Ushering Department has core values which every usher should demonstrate. Every usher should be:

1. **SPIRITUAL**: Since we understand that the physical is controlled by the spiritual, the Ushering Department takes our spiritual lives especially prayers and studying of the word very seriously. John 6:63 (NKJV) "It is the Spirit that gives life, the flesh profits nothing":

2. **POLITE AND CHEERFUL**: as a team that will be interacting with people from different backgrounds especially at the point on entrance, the ushers are expected to always maintain a polite and cheerful appearance with high sense of humility while receiving and dealing with all worshippers.

3. **ORGANIZED**: as a department that is to maintain order in the Church, every usher is expected to be organized and orderly in their individual lives.

4. **SUBMISSIVE**: We are to submit to each other and the church leadership, out of respect for each other, as fellow brothers and sisters in Christ. Eph. 5:21 "Submitting yourselves one to another in the fear of God"

5. **EXCELLENT**: Our ushers are committed to efficiency and excellence, always looking for ways to improve - because our God is a God of Excellence.

6. **PATIENT**: Our ushers are committed to exhibiting patience at all times having in mind that a lot of people come with different burdens. We try not to add to their burdens but to alleviate them (Gal 5:22-23)

7. **PUNCTUAL**: It is required that ushers must arrive the church at least 20 minutes before start of any church service and anyone resuming at a lesser time will be considered a late comer.

8. **UNIFORMITY/ DRESS CODE**: Uniformity/ dress code; usher are expected always to dress in uniformity at all time during church services

An Usher is one who spots a gap and fills it, one who finds a hurt and heals it; one who has a heart ready to serve with willing hands and ready feet.

## **1.2 Expectations from Ushers**

### **1.2.1 Spiritual Responsibility**

All members in the Ushering Department are expected to maintain a high level of spirituality at all times to enable them effectively serve the people of God. Therefore, each Ushering Department member is expected to:

a) Spend quality time praying and studying the Word of God Acts 6:4 "But we will give ourselves continually to prayer, and to the ministry of the word"

i. Every member must be prayerful for himself and the equipment he works with.

ii. Every member must be a student of the Word as this is the food by which we grow.

b) Be full of the Holy Ghost such that it shows in the level of excellence of his work - Daniel 6:3 “Then this Daniel was preferred above the presidents and princes, because an excellent spirit was in him”

### **1.2.2 Responsibility to Self-Improvement**

All ushers are expected to continue to seek ways to improve themselves in the area of service of the Ushering Department.

While the church will provide opportunities for the members to improve themselves, each member is also encouraged to take it as a personal responsibility. Therefore each member is expected to:

- a) Find out better ways of performing the duties of the ushering department.
- b) Continue to seek faster and better ways of performing tasks for excellent service delivery.
- c) Attend seminars and programmes that will assist in improving his skills and effectiveness in assigned areas.

### **1.2.3 Responsibility to CCW**

The Ushering Department as a department of the CCW is expected to abide by the regulations of the Church. Accordingly, every member of the department is expected to be:

a) **Subject to Authority**: Heb. 13:17 “Obey them that have the rule over you, and submit yourselves: for they watch for your souls, as they that must give account, that they may do it with joy, and not with grief: for that is unprofitable for you”. The kingdom of God is a Theocracy and not a democracy as such every member is expected to obey instructions given by the Pastorate and the Leader of the Ushering Department.

b) **Involved in Church Activities**: Heb. 10:25 “Not forsaking the assembling of ourselves together, as the manner of some is” As responsible workers

in His vineyard, members are expected to come regularly and punctually for church services and meetings. These meetings include:

- ❖ Workers' Meeting
- ❖ Sunday Services
- ❖ Sunday School
- ❖ Midweek Services
- ❖ House Fellowships
- ❖ Special Services/Meetings

c) Regular and Punctual for Workers' Meeting: this helps to prepare the members for the work of the day and to receive important information meant for workers only. As instructed by the Pastor, any Ushering Team member who does not attend the workers' meeting for the day will not be allowed to work without a special approval from the Pastor.

d) Regular and Punctual for all meetings organized by the Ushering Department

e) Prayerfully prepare for any activity he/she may be assigned to perform

f) Available for any tasks assigned during the services and meetings.

g) Committed to providing excellent service for any assigned tasks with the Ushering Department and church at large.

## **1.2 Ushering Department Meetings and Activities**

The Ushering Department has various meetings and activities which help to ensure excellent service is provided at all times:

### **1.3.1 Prayer Meeting**

The Bible makes us to understand that we wrestle not against flesh and blood but against principalities and powers. Because the Ushers are the first point of contact for people entering the church, we need to be at a high spiritual level. Therefore as a department the following prayer activities are performed:

a) **Weekly:** this meeting is aimed and planning for the upcoming Sunday Service:

Activity	Duration
Prayers and Worship	10mins
Assigning of roles for the service	3mins
Highlighting special requirements of the service	5mins
Suggestions/AOB/Close	2mins
<b>TOTAL</b>	<b>20mins</b>

b) **Monthly**

- In order to ensure continuous improvement in our spirituality and service delivery, the Ushering Department will gather once a month to pray, review the activities for the last month and plan the activities for the coming month.
- On every first Wednesday of the month, ushers are required to fast and pray for the day after which they all will meet (timing to the advised)
- The meetings will usually follow the schedule below:

Activity	Duration
Opening Prayer & Exhortation	10mins
Prayers and Worship	10mins
Review of Last Month	15mins
Plans for Coming Month	15mins
Suggestions/ Concerns/ AOB	5mins
Closing & Prayers	5mins
<b>TOTAL</b>	<b>1hr</b>

\*This schedule may be changed from time to time as the Ushering Department leadership is led.

## **1.4 Ushering Department Teams and Roster**

### **1.4.1 Ushering Department Teams**

To better execute the purpose of the Ushering Department, the following teams are recommended to be set up:



a) **Traffic Control**: this team coordinates the inflow and outflow of vehicles and ensures efficient parking.

b) **Welcome & Sales Team**: this team stand at the various entrances and welcome members as they arrive in church. They also coordinate the sales of the various Christian Materials.

c) **Service Ushers**: this team is responsible for handing all activities with respect to coordinating the Service. Available on standby for any request from worshippers and ministers.

d) **Offering Team**: this team is responsible for coordinating the collection of the offering and counting the offering after the service ready for the signature of the Pastorate. Thus ensuring proper accounting.

e) **Security and Crowd Control**: this team is responsible for ensuring the safe keeping of life and property. The team also ensures orderly inflow and outflow of congregation members.

#### **1.4.2 Service Rosters**

The leadership of the Ushering department shall develop a monthly roster to guide the service delivery of the Ushering department. The following shall guide the development of the roster:

a) The roster shall be developed towards the end of a given month in preparation for the next month.

b) The roster shall specify which member is assigned to which duty post. The roster shall also specify the day of duty and which of the services the member will be assigned. Each duty post shall be assigned to at least 2 people as far as possible. The second person shall serve as a back-up.

c) There will also be a person assigned for special tasks which are not part of the regular service delivery but may arise as an urgent request.

d) Any assigned Ushering Department member on the roster is expected to perform this duty or make an alternative arrangement, with the approval of the Ushering Department Leadership

### 1.4.3 Training Rosters

One of the key attributes of the Ushering Department is that we seek to improve the skills and effectiveness of our members. In order to achieve this, the Ushering Department will have monthly/quarterly training sessions.

To guide the training, a schedule shall be developed by the leadership of the Ushering Department and the training areas of the session shall adhere to the following pattern below:

<b>Activity</b>	<b>Duration</b>
Prayers	10mins
Word Exhortation	10mins
Traffic Control	20mins
Seating Arrangement	20mins
Welcome	20mins
Offering Collection	15mins
Other Areas	15mins
<b>TOTAL</b>	<b>1hr 50min</b>