

## MINISTERS OF HOSPITALITY

### DESCRIPTION: THE MINISTRY

*“Share with the Lord’s people who are in need. Practice hospitality.”*

*Romans 12:13*

There are wordless signs, postures, and gestures we know very well that help us pray when we gather as a community of faith. An opened door, extended hand, and smiling face entices us in and helps us to know that we are welcome. Before song and ritual dialogue, before word or preaching takes place, we already know we belong, and we are in the presence of one who is greater than ourselves. Our ministers are the hosts who put a face onto the parish & begin the process of forming our guest as a worshipping body.

Hospitality meant something to Jesus. It was more than common custom. Hospitality showed respect for the guest as Jesus was frequently a guest as so were his disciples. Jesus expected nothing more than any other guest would. He expected water to wash his dusty feet, a kindly kiss of welcome, and a little perfume to spice up the visit. The Gospel of St. Luke (7:36 - 50) tells the story where hospitality doesn’t make a very good impression with him and how he presents his vision of hospitality. Essentially, as Hospitality ministers you are the first face they see when they come to worship, you are the face a Jesus, and in turn, we should see Jesus in all our guest that come to worship as well.

*pg.vii-ix in Guide for Ushers and Greeters (GUG)*

### SECTION I: A HOSPITALITY MINISTER SHOULD BE

- WELCOMING (Greet each guest as a child of God ~ *GUG pg.16-18*)
  - Be comfortable making an initial contact with those entering our church
  - Welcome and greet everyone with a smile and/or handshake; remember they are another member of the body of Christ.
  - Thank them for coming.
- ATTENTIVE (Responding with compassion to those in need is a basic human virtue ~ *GUG pg. 19-20*)
  - Be attentive to our guest’s needs  
*Examples: hold open doors; lend a hand; offer a smile, or maybe just a word of encouragement.*
  - Be attentive to the changes in the liturgy and the needs of the service  
*Example: when to lock doors or when it is time for the collection.*

- KNOWLEDGEABLE (*GUG pg. 21-22*)
  - Learn what's going on in the parish. Some parishioners may ask for information. If you are not sure how to answer the question have them refer to the bulletin or call the parish office.
  - Know layout of campus or direct individuals to the Information Center for the campus map.
  - There is a Georgetown Police Officer patrolling campus during Mass. You can contact the officer using the radio in the sound/control room.
- PART OF A TEAM (*GUG pg. 22*)
  - Be flexible: Some days you may be helping parishioners find seats, other days greeting them at the door. You are a ministry and hospitality is everyone's job.
- DEPENDABLE
  - Arrive 20 minutes before Mass on your assigned date and time
- PRAYERFUL (*GUG pg. 23*) *Luke 10:40*
  - Prayer and worship is necessary. Participate in the Mass.

## SECTION II: WHAT YOU NEED TO KNOW

- KNOW THE LAYOUT OF CAMPUS (*GUG pg. 28*)
  - Learn where all the parish building are and what they are for. Use the information center if needed for guidance.
- KNOW THE INTERIOR LAYOUT OF THE CHURCH (*GUG pg. 29*)
  - Learn where everything is located.  
*Examples: bathrooms; lost and found; worship aides; Our Lady of Guadalupe candles; extra missalettes or songbooks; welcome rack; information center.*
  - Learn the location of wheel chair accessible pews. Wheel chairs are available in closet at front entrance of church. Make sure to return them to the closet after Mass.
  - Know where seating for people with hearing aids and know the where the enhancement headsets are for those with hearing disabilities.
- KNOW YOUR PARISH STAFF (*GUG pg. 30*)
  - Learn how people can connect to staff during the week or where to find that information and be knowledgeable of what their position are.  
Again, the bulletin and information center helps.
- KNOW WHAT TO DO IN CASE OF AN EMERGENCY (*GUG pg. 30*)
  - The Security & Emergency red binder is located next to the phone in the sacristy.
  - Use the radio in the sound/control room to contact the patrol officer.
  - The emergency defibrillator is by the bathrooms.

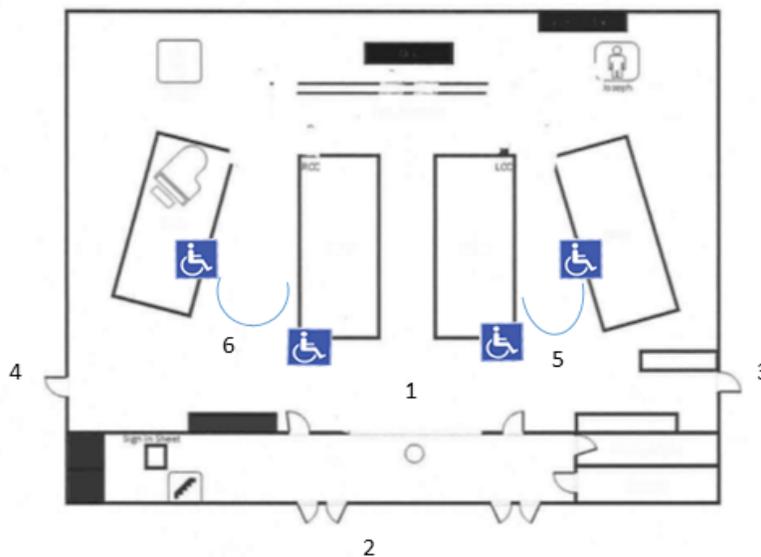
- There are fire extinguishers on both sides of the altar (by the doors) and by the sound/control room.
- **KNOW YOUR EIM RESPONSIBILITIES** (*GUG pg. 30-31*)
  - The Diocese of Austin requires every ministry and/or volunteer be compliant with Ethics & Integrity in the Ministry. If you are unsure whether you are or have any questions please see <https://sainthelens.org/ethics-integrity> for more details or contact the Parish Office at 512.863.3041.
- **KNOW HOW TO PARTICIPATE IN THE LITURGY** (*GUG pg. 31-35*)
  - Participate fully and consciously in the liturgy.
  - Know how to receive Communion.
- **KNOW HOW TO MOVE REVERENTLY THROUGHOUT THE MASS** (*GUG pg 32-33*)
  - Model reverent behavior for the Mass.
  - Show reverence to the altar and tabernacle with a profound bow from the waist before turning to begin the collection.
  - Genuflect before the tabernacle outside of Mass but not during Mass.

### **SECTION III: WHAT TO DO** (*GUG pg. 35-49*)

- **BEFORE THE LITURGY:**
  - Arrive 20 minutes before Mass and sign in on the check in sheet (near the water fountain by the bathrooms)
  - Make sure your personal attire is appropriate.  
*Examples: clothing should not be revealing, should show respect for yourself and the liturgy. Put your name tag on.*
  - Check with the Head Hospitality Minister for any special instructions for that particular liturgy:  
*Examples: reserved seating or roped off pews for communion procession; second collections; worship aids or sign-up cards*
  - Know your station and its responsibilities
    - Hospitality Minister 1
      - Arrive 30 minutes before Mass.
      - Ask sacristan (people who prepare the sacristy and sanctuary for Mass) if there is anything special with Mass.
      - Secure enough hospitality ministers for Mass.
      - Choose the gift bearers and the child who will hold the children's collection basket.
      - There are two sets of keys for locking the doors in the drawer to the right of the sink in the sacristy, make sure to return them after the Mass.

- Unlock door for sound/control room and closet under stairs for wheel chairs.
- Open balcony when church gets relatively full.
- There is a police radio in the sound/control room for the police officer patrolling campus. The officer will check in before the Saturday 5pm, Sunday 7:30am and 6pm Masses. Give one radio to the officer and keep corresponding radio in the sound/control room for emergencies.
- Provide help as needed by the presider, deacon, or sacristan.
- Other Hospitality Ministers
  - Know your assigned positions and start greeting folks at the door 15 minutes before start of Mass.
- Offer to find seats for people before Mass
  - Encourage people to sit near each other and to fill the in the front pews.
  - Know which areas are accessible to parishioners in wheelchairs or canes/walkers. (see diagram below)
  - Families with small children: help them choose seating that will work best for them.

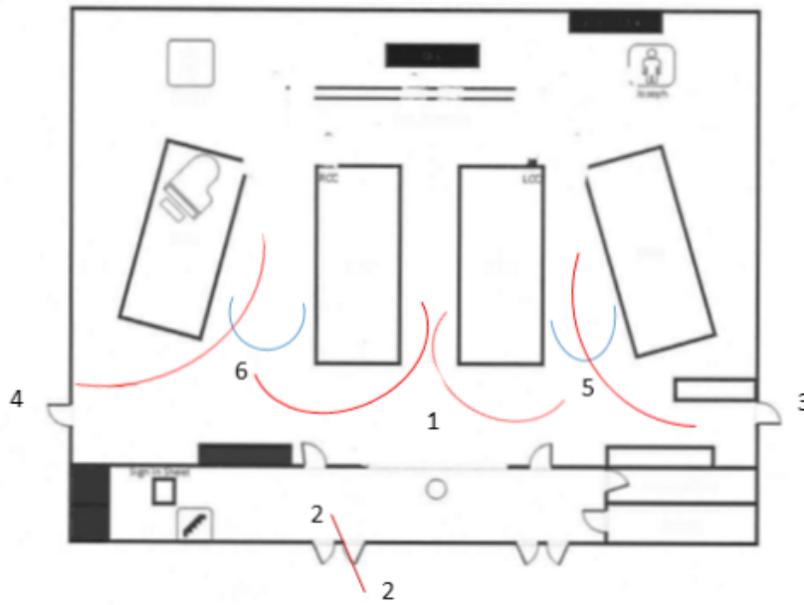
*Examples: near bathrooms, calming room or near the exit so they'll feel comfortable exiting if need be for a disturbance.*



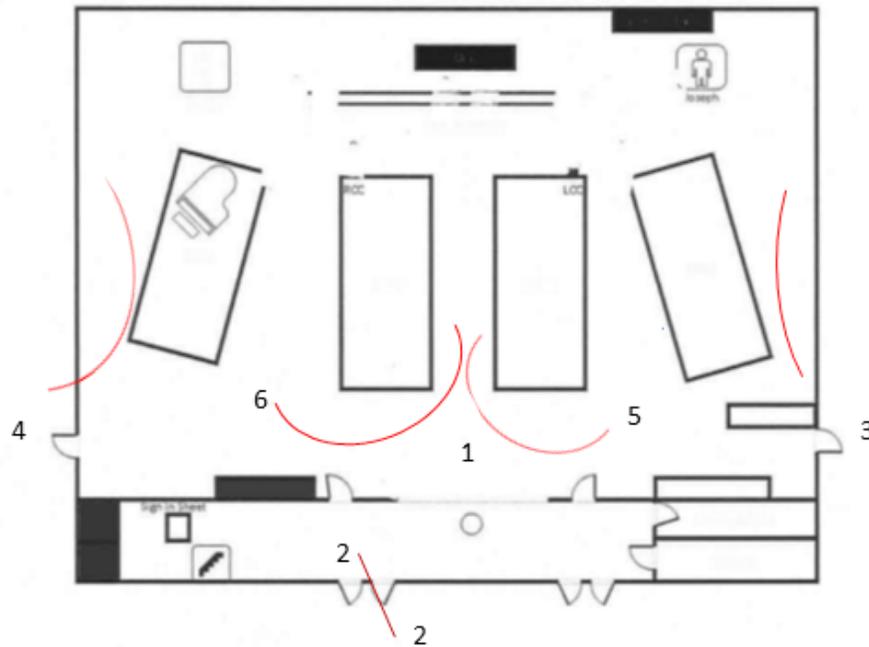
- DURING THE LITURGY:
  - Follow the Security Procedure Plan
  - When opening procession is going up to the Altar:
    - Hospitality Minister 1 locks two back doors by confessionals,
    - Hospitality Minister 2 locks all four front doors.

Note: the east and west side doors remain unlocked

- Hospitality Minister 2 sets up sign outside to guide latecomers to side doors. Stay by door and use your best judgment on who to let in after doors have been locked.
  - All ministers should know where the radio is in the sound/control room in case we need to contact patrol officer.
- Be aware of empty spaces
  - Offer to find seats for latecomers
  - Seat people up to the 1st reading
  - Do not seat people during the readings or the psalm
  - Participate in the Mass
  - Know how to deal with disruptions
    - Offer the calming room, be mindful of parents that step out with small children or children coming in after formation classes.
- Take up the collection
  - See diagram below for your assigned position
  - Hospitality Ministers 1 and 2 should not ask anyone to volunteer for positions 3-6 unless they are a trained Hospitality Minister.
  - Although discouraged, Hospitality Ministers 1 and 2 can ask a volunteer to help pass the basket at collection. If they are regularly asking the same person ask that person to consider becoming a Hospitality Minister.
  - If there are two collections return to sacristy after first collection and get blue baskets (or black bags) then take up the second collection. For the calming room and choir please use a basket with the long handle. 2<sup>nd</sup> collections have their own collection bag for putting into the safe.



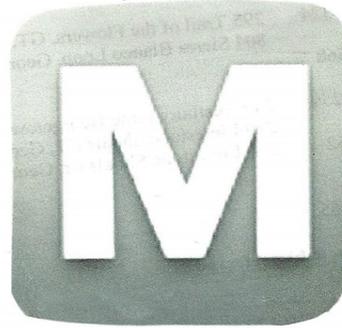
- Assist with the communion lines, based on your assigned position for the Mass (see diagram below)



After the Liturgy:

- When closing procession is coming down from the Altar:  
Hospitality Minister 1 unlocks two back doors by confessionals,  
Hospitality Minister 2 unlocks four front doors and removes sign.
- Pass out bulletins.
- Smile or offer a handshake and/or thank them for coming.
- Lend a hand when needed.
- Someone needs to get the two collection baskets from the altar, put the money into the appropriate bags then place the bags in the safe.

**MSP**  
**MINISTRY SCHEDULER PRO**



St. Helen strongly urges its Hospitality Ministers to download this free app and use it to access their account.

Go to <https://sainthelens.org/liturgical-scheduler> and click on the 'Download MSP' link then install the app.

To run the app press the app icon on your device (it is green with a white bold M). You will be able to see your schedule, request subs, enter your can't serve dates and see who else is serving with you.

When you receive notice that the schedule has been "posted or made live", use the app to see your scheduled serve dates.

You can also access the daily readings for the Sunday Mass. Under My schedule, click on any date. You will see Resources and under that you will find the Daily Readings. If you click on Full Schedule, using the same procedure you will also get the readings from the weekday Mass.

You will also receive emails for any sub requests. To volunteer to fill a sub request, simply click on "volunteer now". The scheduler will add you then send you a confirmation email. If you do not get a response, it means that someone else has already responded to the request.

When you are ready to download the app first please email Sandy Zamora so she can send you a temporary user name and password. For more information about the app see <https://www.ministryschedulerpro.com/msp-app>. If you have problems logging in please contact Robert Gentile at [gentile@ourfaith.group](mailto:gentile@ourfaith.group) or Sandy Zamora at [liturgist@sainthelens.org](mailto:liturgist@sainthelens.org).

## **ST HELEN'S CATHOLIC CHURCH**

### **Hospitality Ministers**

#### **ETHICS AND INTEGRITY IN MINISTRY**

##### **EIM**

On January 1, 2002, the Catholic Diocese of Austin instated policies on Ethics and Integrity in Ministry (EIM) for all employees and those volunteers who minister to youth or vulnerable adults in the diocese. These policies were revised in August 2008. All clergy and paid staff, and all volunteers working with youth and vulnerable adults, at any parish or diocesan location, are required to complete an Application for Ministry AND are required to attend an EIM workshop every three years.

**ALL EMHC ARE REQUIRED TO COMPLETE THE APPLICATION AND ATTEND THE WORKSHOPS**

To complete the online application in English, please go to

[https://www.eappsdb.com/login.asp?orgz\\_key=4](https://www.eappsdb.com/login.asp?orgz_key=4)

For the Diocesan Policies on Ethics and Integrity, please go to

<http://www.austindiocese.org/eim>

To see all the EIM workshop times and locations and to sign up for one, go to

<http://www.austindiocese.org/eim-compliance>

For more information, please contact Carmen Cortes, EIM Site Administrator at 512 863-3041.