

# **HOSPITALITY MINISTERS CAPTAINS RESPONSIBILITIES**

**December 1, 2018**

- I. The captain or delegated team member **SHALL** arrive 20 -30 minutes prior to the start of Mass.
- II. Check the hospitality minister area located in the coat room for messages which may indicate that arrangements for special circumstances are necessary.
- III. Make sure appropriate baskets are available. Pay particular attention if a second collection is scheduled since this requires the use of the **cloth lined** baskets.
- IV. Designate each team member to cover a particular area of the worship space. There are Five Hospitality Ministers scheduled, one of these are to provide security in the back of the church and surrounding areas.
- V. The captain/designee shall notify the instructor of the Children's Word for their return to the service immediately after the Homily. **See Service Procedures.**
- VI.** Take a count of parishioners (includes children, choir members, musicians and Father) at Mass and record in the binder designated "PARISHIONER COUNT" located in the coat room. **Accuracy is imperative.**
- VII. The captain shall make arrangements to have the Crucifix (located in sacristy) processed to the altar at the beginning of Mass and from the altar at the end of Mass. The Crucifix shall be held high during the processions. Bowing is not required when approaching the altar. **Once the Crucifix is placed in the altar stand the Hospitality Minister will exit via the west perimeter of the worship area.**

The following procedure will be used for exiting:

The Hospitality Minister will prepare to retrieve the Crucifix from the altar stand by being positioned in the far west perimeter aisle as Father completes his announcements. At the beginning of the closing hymn the Hospitality Minister shall proceed to the Crucifix, remove the Crucifix from the stand and bring it the first row of chairs in the center aisle with the Crucifix facing the altar. Father and the altar servers will proceed toward the altar, bow, and then turn to exit. The Hospitality Minister will lead the procession out of the worship area with the Crucifix held high. The Crucifix will be placed back in the sacristy.

## **Service Procedures of Hospitality Ministers shall be consistent at all Masses.**

### **TEAM MEMBER RESPONSIBILITIES**

- I. **Your** timely arrival is imperative.
- II. **YOU ARE** responsible for finding a substitute and notifying your captain of who that substitute is when you are absent.
- III. Conversations between the Hospitality Ministers are not to be conducted in the Church proper during Mass. These discussions need to occur in the gathering area.
- IV. **Follow Service Procedures.**

### **SERVICE PROCEDURES**

- I. Hospitality Ministers shall make sure orders of worship and bulletins are available in the containers located at the handicap entrance/exit located on the west side of the gathering area adjacent to the coat room.
- II. Prior to the beginning of Mass Hospitality Ministers shall be stationed and accessible in the worship area welcoming parishioners, providing assistance in seating and shall have worship orders available for distribution. Politely we must discourage attendees from seating during scripture readings.
- III. There are areas designated for the handicapped. The adjoining benches may be used by the accompanying family if unoccupied. If occupied and that seating is desired the Hospitality Minister will politely ask the occupants for assistance i.e. to slide down or assist in relocating them to comparable seating

Handicapped people in any area of the worship area including the chapel shall be asked if they would like Communion delivered to them. If desired, note where the person is seated and have the Eucharistic Ministers of that area provide as follows;

The handicapped in the sanctuary will have Communion provided prior to the distribution to the remainder of the congregation.

The handicapped in the chapel will have Communion provided after the congregation Communion is distributed. Father is not to be included as a server in the chapel.

Hearing assisted devices are available in the cabinet outside the coat room.

IV. Close the worship area doors at the beginning of The Liturgy of the Word.

The 5<sup>th</sup> minister shall observe the lobby area and other spaces of the church for security reasons. The Hospitality Ministers are the first line of response in an emergency situation.

Securing of Handicap Entrance: This entrance is to be locked at the beginning of Mass and then unlocked at the end of Mass for security purposes. The key is in the hospitality Minister nook area.

Should it be necessary to deliver a message to Father or the Deacon (medical emergency etc.) please do so. If Father is in the Consecration portion of the Mass the Hospitality Minister will seek out the appropriate people for the circumstances.

A Defibrillator is available in the Hospitality Minister's nook. If needed follow the audible directions of the Defibrillator and call 911.

911 Emergency: There is a telephone in the Hospitality Ministers nook. You will need to select a line to call out on and when you receive the dial tone dial 911. It is very important to advise 911 the address of Blessed Trinity Catholic Church which is 958 East Tuscola, this is extremely important since we are often confused with West Tuscola. The address and phone number is posted at the phone location.

**Good Practice Tip: Be aware of the availability of medical personnel in attendance in case they are needed for a medical emergency.**

Alertness: Be Alert at all times of the surroundings around you.

V. The Reserved seating pew covers are available in the coat room as well as a key to unlock the Gathering Area restrooms. Please return them to the coat room.

VI. The following procedure shall be used when the Children's Word sessions are being held:

- A. Open the door for the children upon their exiting from the worship area.
- B. While the children are in class place an offertory basket on the pedestal with the poster designated "Children's Word Collection" and locate it at the entrance door to the worship area.
- C. At the end of the Homily the captain or designee shall notify the Children's Word instructor for their return to the service.
- D. The children may deposit their envelopes in the offertory basket and enter the worship area **after** the Hospitality Ministers have gone down the aisle for the collection.
- E. **The exception occurs when there is a Baptism. The Children's Word instructor shall then be notified immediately after the Homily and the children are to enter the worship area as the parents prepare their child for Baptism.**

VII. Parishioner Count: The parishioner count shall be given directly to the Pastoral Minister (Karen Smith), designated Mass Assistant or placed on the gift stand (whichever is Applicable) during the \Alleluia.

## VIII. **Collection:**

- A. Two to four collection baskets per minister are adequate depending on the number of parishioners in attendance.
- B. Process down the center aisle to the front of the altar, bow, and then go to your designated station.
- C. Minister I and II to the Center section (if by chance short a Minister then there would be just 1 Minister in the center.  
Minister III goes to the West side aisle  
Minister IV goes to the East side aisle  
Minister V secures the outer area of the church and then goes to communion last
- D. Second Collection (If applicable)
  - 1. Use the **cloth lined** baskets for the second collection.
  - 2. The second collection basket passing shall be delayed until the initial basket has traveled three to four rows.
  - 3. The larger **cloth lined** basket is to be used for the second collection gifts.
  - 4. The larger baskets may be placed inside of each other for presentation.

## IX. **Re-presentation of gifts:**

- A. The offertory basket(s) leads the procession to Father and is presented first, followed by the bread and then the wine.
- B. A Hospitality Minister may assist with the procession if necessary.
- C. If a pyx is included on the gift table it shall be included with the gifts. It may be placed on the bread plate.

## X. **Communion:**

- A. The Hospitality Ministers shall process down the center aisle while the “Lamb of God” is being sung, stop, bow, and proceed to their designated area (same as collection).
- B. The Hospitality Minister shall position him/her self at the first occupied row(s) of parishioners. The Handicap Communion is then served and then release the parishioners (two lines) for Communion when the Eucharistic Minister turns for distribution.
- C. The choir will receive Communion last at the West side aisle
- D. The center aisle minister(s) shall retrieve the collection basket immediately after they have received Communion. They do not wait for the side sections to complete receiving Communion.
- E. Following retrieval the minister(s) shall bow and then process up the center aisle to the rear of the church.
- F. A minimum of two ministers shall take the collection basket(s) to the sacristy and place the basket(s) along with the key in the secured cabinet.

X. The worship area doors are to be opened at the beginning of Father’s exit.

XI. At the end of mass, Hospitality Ministers shall be stationed outside of the exit doors of the worship area to distribute bulletins and wish worshipers a good day/evening. The supply of bulletins is located in the cabinet in front of the Deacon’s office

- XII. A Hospitality Minister shall walk through the Church and pick up orders of worship and/or any other articles left behind. The lost and found area is located on the shelf adjacent to the church office.
- XIII. Please return your hospitality badge to the basket in the coat room.
- XIV. Hospitality Ministers are to dress appropriately.
- XV. Hospitality Ministers added Responsibility for Visitors during Mass

Hospitality Ministers added Responsibility for Visitors during the Celebration of the Mass who are not celebrating the Mass within the Church that are requesting Information, Help, or Discussion not related to the current Mass such as Food, Money, or Parish Information should follow this procedure.

- Once the Mass has begun it is the responsibility of the Hospitality Ministers to communicate with these people on their purpose of being there.
- If there is a Visitor's request for information on our Parish of Blessed Trinity, please have them fill out an Information Card. They are located in at the usher nook for them to fill out. Then slip it under Lori's office door and it will be addressed first thing Monday morning. There is not enough time for our staff to meet with these people before or after the services on the weekend.
- If the purpose is for Food, Money, Personal needs you are to give them the Card with contact information of our Lay Minister Veronica for Outreach Assistance. Veronica works with various agencies in Saginaw on behalf of Blessed Trinity Church. Her Card is in the Usher Nook. We are not to refer them to Deacon Larry or Karen Smith as they will have the same procedure. If needed they can fill out an information card which then would be slipped under Lori's Office door and addressed on Monday morning.
- It is necessary to keep these visitors in the Gathering Area and not allow them to disturb the Mass service.
- It is always suggested that there would be two Hospitality Ministers in the conversation with these people.
- If for any reason a Hospitality Minister feels it is a direct threat to the people at Mass and if they cannot be contained in the Gathering Area then call the Police at 911 and advise them of the situation.
- Karen Smith is available, if needed, by the Hospitality Ministers if they are not able to resolve issues with the persons.
- Once the Mass has begun then it is the responsibility of the Hospitality Ministers to address these issues.