

Saint Raphael the Archangel Catholic Church
(A Jesuit Parish)

Ministry of Greeters



Manual, Guidelines, Policies

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Greetings and Welcome

Thank You for renewing your current commitment in our Ministry.

To those who are new, **WELCOME** to the Ministry of Greeters. Together, we can all make a difference here at St. Raphael the Archangel Catholic Church. We are one large family who had come from many parts of the world which makes us very unique and diverse among others who are *called to baptism to share in the Christian Mission of evangelization, worship and service (quoted from the homepage).*

We have all come to share our stories in many unique ways through our Stewardship of Time, Talent and Treasure. Creating a warm, loving, nurturing and a very welcoming church is important in our ministry. It is very important that Greeters express Christ-like love with a sincere, and friendly smile. Greeters must demonstrate the fruit of the Spirit in the way they greet visitors and members. *“Our first impression is a lasting impression.”*

A Greeters role during liturgy celebration is important. Greeters are what I call "people persons". Greeters are the first people parishioners encounter when attending a Liturgy celebration here at St. Raphael the Archangel Catholic Church at any given time.

Greeters open doors, and help the elderly, on special circumstances work hand in hand with our Usher's as they help in seating arrangements, guide parishioners during the liturgy celebration and direct parents with young children to the appropriate areas.

Greeters serve the community and worship assembly with joy, dependability, kindness and reverence. They prepare the congregation for an uplifting participation in the sacred liturgy by welcoming them with open heart.

A Greeter Attributes: Friendly, Warmth, Patient, Kind, Cheerful, Enthusiastic, Cordial and Wholehearted attitude and behavior to all. Use hospitality one to another without grudging, be fair, be consistent, be honest. *“As every man has received the gift, even so minister the same one to another as a good steward of the grace of God (1 Peter 4:9-10)*

Peace and Joy,

Maria Ocampo-Romp
Greeter Coordinator

Ministry Of Greeters Guidelines



Saint Martha
Patron Saint of Greeters

Our Mission Statement

We are a diverse community of Catholic believers, called by baptism to share in the Christian mission of evangelization, worship, and service. As a Jesuit parish, we commit our time, talent, and treasure to building the Body of Christ together.

Our Goal

Our goal is to make every person who comes through the church doors feel like a part of our parish family. By welcoming and supporting them in a positive, friendly, and spiritual manner, we create a warm spiritually healthy parish. We want everyone who enters St. Raphael the Archangel Catholic Church to feel welcome and loved.

We aim to provide a warm and welcoming atmosphere, especially for all of our first-time guests and members alike. As a parishioner's first contact on arriving for Eucharistic Celebration, greeters play a key role in the unfolding of the liturgical action of the Eucharist.

Our Role – What is a Greeter?

The Greeter serves as an extension of the Priest. A Priest cannot personally greet each member of the congregation, but a GREETER can and may act in his place of welcoming all those who come to share in our Liturgy Celebration. The Priest extends his personal expression of warmth by shaking hands after the Liturgy Celebration is over as we leave the church.

As Greeters we must provide a strong sense of personal touch to make everybody feel welcome. A friendly smile and few welcoming words greatly bless us all. Greeters are members of our parish which I consider the frontline of hospitality for St. Raphael the Archangel Catholic Church. They contact more people on a regular basis than almost any other ministry in our parish. We are the people who have the first initial encounters with visitors and we play a unique and important vital role in establishing the spirit of welcoming experienced and conveyed by all the members of our church.

As Greeters, we greet in receiving members, friends and visitors to our parish each Sunday, have a one-on-one, face-to-face, hand-to-hand ministry in which we focus on the other person. We offer a smile, handshake and gestures conveying a message of ***“You matter to me. I’m glad you are here and I want you to feel welcome!”***

Always Remember: Little things mean a lot to people.....



Our Criterias

1. The gift and grace to express social warmth.
2. An honest smile.
3. A heartfelt handshake
4. A willing heart to serve the lord and others
5. A firm commitment and the willingness to accept everybody in our parish.
6. A strong desire to promote genuine diversity and goodwill to the parish.

Our Requirements

1. Must be a registered member of our parish.
2. Dependable, and Responsible . You can serve every week, once a month or be on our special occasion greeters lists or on call greeters as well.
3. Must be able to give atleast 20 minutes of their time to serve in this ministry at any of the five (5) Weekend Liturgical Services that we have in our parish.
4. Must be familiar with the different types and facets of our parish, so as to be able to properly direct, or address questions that our worshippers may have before and after the liturgical services, such as (wheelchair accessibility, first aid procedures, faith formation classrooms, RCIA, etc.)
5. Must be able to make a decisive decision in emergency situations.
6. Must be able to express social warmth and human kindness to ALL.
It is the most unselfish service we can offer to our parish and it's community.

Our Rules and Policies

I. Membership and Registration

1. Must be a registered parishioner/member of our parish.

II. Liturgical Services

1. There are currently 5 weekend english liturgical services in our parish, They are as follows:

5:30 P.M. Saturday Vigil Mass
7:45 A.M. Sunday Mass
9:30 A.M. Sunday Mass
11:30 A.M. Sunday Mass
5:30 P.M. Sunday Evening Mass

You may choose to serve at any of these masses that we have.

III. Visitation to the Blessed Sacrament

1. Visiting our Blessed Sacrament for a few minutes is encouraged upon your arrival.

IV. Attendance and Punctuality

1. Early arrival to the church is expected of you. At least 20 minutes, maybe a bit more. This will allow you an ample time get yourself situated and ready.
2. If you are unable to fulfill your commitment at the time that are assigned, please find a replacement and notify your coordinator. Having the presence of a greeter is important to our parish.
3. Make your presence visible, where you can be easily seen and recognized by the people. The purpose of this is to make both current and visiting parishioner's feel at home, relax and comfortable.

This will also give parishioners easy accessibility to respond, answer questions or direct them to the appropriate directions that they need to know.

V. Name Badge/Identity

1. Every greeter serving in this Ministry is provided a name badge with your name on it. You are expected to wear them at all times if you are serving our Ministry.
2. Name badges are kept separately and can be found at the newly designated place, working sacristy area. You may easily retrieve them upon your arrival and simply put it back when you leave.

We provide several blank name badge for some fillers if necessary.

VI. Attire and Appearance

1. Come dress PROPERLY and MODEST.

First, we dress properly to honor our Lord. Doesn't it go without saying we want to offer our Lord our very best? Thinking morally and consciously about our church attire reminds us of where we are going and whose presence we are in. ALWAYS REMEMBER: YOU are the extension of our church.

Second, we dress properly to respect others. Immodest or inappropriate dress is a distraction and embarrassment to others. Inappropriate dress is a stumbling block in others' ability to worship and even a potential scandal to visitors.

Third, we dress properly to protect ourselves. There is nothing wrong with looking nice. In fact, that is what I am encouraging you to do. This can take several forms. We should not draw attention to ourselves through immodest dress.

With those thoughts in mind, let us offer some specifics:

For Ladies Serving our Ministry

- § Please refrain from wearing strapless or spaghetti strap dresses and tops that leave the shoulders bare.
- § Please refrain from wearing dresses and tops with low necklines.
- § Please refrain from wearing shorts.
- § Please refrain from any garment that exposes the midriff.
- § Please make sure dresses are properly lined or worn with a slip to ensure modesty.
- § Please refrain from any garment that exposes any portion of undergarments.

For Men Serving our Ministry

- § Please refrain from wearing T-shirts or other shirts that carry logos or emblems.
- § Please refrain from entering the church with a cap or hat on your head.
- § Please refrain from wearing shorts.
- § Please refrain from wearing pants that sag and expose any portion of undergarments
- § Please refrain from wearing sports jerseys.

The intent of implementing this to everyone is to fully and carefully preserve the dignity of our approach to the Church and the people that we serve.

No one is being asked to buy a new wardrobe. If T-shirts and jeans are all you own, then wear your best T-shirt and jeans. Consider the way you dress an offering before God. Let us all remember:

“Do not let your beauty be the outward adorning of arranging the hair, of wearing gold, or putting on fine apparel. But let it be the hidden person of the heart” (1 Peter 3:3).

VII. Assigned Responsibilities

1. Familiarize yourself very well with the setting of our parish and know where certain events are typically held for easy response to questions.
2. Be sure to greet everyone that enters the door of our parish, including the children with such warmth and friendly decorum.
3. Offer your assistance to the handicap if you feel they need it, on certain situations they may not want to help, please do not insist. A lot of the handicaps are generally independent people.
4. Please tend to the newcomers, introduce yourself and welcome them to our community. Little words mean a lot to people.
5. Hearing Impaired: Our church is equipped with the special radio transmitters, if anyone should ask you about this, please bring them to the ushers and they will handle it.
6. Wheelchairs are available for anyone who needed it. We have two (2) wheelchairs, one (1) walker, and one (1) cane available and can be found at the working sacristy. Please offer them the wheelchair and be sure to retrieve it back upon their departure from the church.

Special Needs: Our church has a special seating assigned for people on wheelchairs, please assist them to the usher upon entering the sanctuary so that they can be properly seated.

7. Please avoid getting into lengthily conversations with other greeters, you may do this before and after the service. Our role is to serve our community and create a warm welcoming environment with everybody.
8. In case of an emergency: A first aid kit supply is available at the Usher's Room and is easily accessible for minor situations only. Major emergency such as: fainting spells – difficulty in breathing should be handled immediately and as calmly as possible. A telephone is available at the sacristy for situations such as this. 911 emergency medical personnel are readily available in matters of minutes.

For liability reasons: It is best and strongly encourage letting medical professional personnel take over the situation as their training and expertise allows them to do this.

Remaining calm, staying very focus under these conditions can go a long way and at the same time also preserve the respect and reverence of our liturgy.

9. Shuttle Buses: We do have shuttle buses that transport parishioners of our parish regularly on weekends, primarily on Sunday morning Services.

Upon arrival of the shuttle bus, please open both middle doors and handicap doors for them for easy access to the church.

VIII. Special Liturgies/Assignments/Participation

1. We are a very diverse parish where involvement, participation and special assignments are expected of us. They are as follows:
 - a. Annual Interfaith Ecumenical Service
 - b. Confirmation where the Bishop is presiding
 - c. Installation of New Pastor
 - d. Overflow of English Masses, such as Easter and Christmas where they are held at the Raphael Hall.
 - e. Holy Week/Tridium Liturgies
 - f. Annual Children's First Holy Communion
 - g. Palm Sunday
 - h. Special Funerals as requested by the Pastor
2. Special Assignments such as distribution of Palms and Vigil Candles, passing out of the Liturgical Programs during Holy Week are a few.
3. Other special assignments designated by the Pastor.