

“Welcomer” job description (April 2017)

Welcomers: greet guests; make them welcome; write nametags; ask them to complete guest cards; Hand out First-time Guest Packets; direct guests toward the service.

It there are two Welcomers: .

- 9:15 1st person sets up the Welcome Table
- 9:30 2nd person in place at Welcome Table
- 10:00 One of you can go into the service
- 10:15 The second one can go to the service. “Welcome” sign on table for any later arrivals.
- 11:00 One person back at Welcome Table to answer questions, collect name tags, write date on back of name tags, etc.
- 11:30 Close up and put things back on shelf in office.

Tools:

Wear your **personal nametag** and a **smile** and a **Welcome button**.

Welcome Table supplies Location: Amy Lent’s office on the shelf between Tammy’s and Sam’s doors. They consist of:

Pen Cup with pens and Sharpies.

Black Tray with yellow name tag blanks, blue guest cards, welcome buttons, Sharpie pens, First Time Visitor packets, sticky nametags for kids, etc.

Basket 1: plastic nametag sleeves.

Basket 2: for returning nametags: Yellow nametags for adult guests are collected here.

Plastic Sign Holder with current flyer for Getting to Know UU. (if any)

Clipboard: note paper, Sunday Schedule, Nametag Request sheet, RE classroom map, Welcomer job description

Set up Welcome Table:

On Table Top: Follow diagram on yellow sheet on clipboard. Items are as follows:

1. Basket for returning nametags
2. Pen cup
3. Several yellow name tag blanks and a Sharpie
4. Blue guest card and pen to be ready for the first guest
5. Plastic Sign Holder

On Table Shelves: (Do not put these on table top.)

1. Black tray
2. Basket with empty nametags
3. Blank Blue guest cards for easy access.
4. First Time Guest Packets

Where to find extra supplies:

Blue guest cards and yellow name tags are in the lower left cubby in the Membership closet. Plastic name tag sleeves are in boxes on the shelves where the Welcome Table box, etc. are stored.

Job:

Welcome Newcomers as they either find the desk or are brought over by a Greeter.

Offer to make them a nametag, and ask them to complete the blue guest card (if they live locally) while you write the nametag (1st & last names, printed).

Blue guest card—gathering information. (Only if they live locally or are moving to the area. If just visiting, no need for blue card info.)

- Try to get both first and last names.
- Make sure you can read names and especially the email address.
- If two adults come, but they only put one name on the card, after they leave the table write '2 adults' on the card (and add the second name if you remember it from the nametag!).
- If an adult writes his or her name and the name of a child on the line, note which one is the child. (This is important for our database, and also for maintaining accurate guest statistics.)
- You can also add personal tidbits from your conversation with them: e.g. grew up UU, name of friend who referred them, just moved here for work, etc. (These can help start conversations later!) If you write notes, please put your name so we'll know who it's from.

Information to Give Them:

- **Suggest they keep their nametags on all morning, and return it *after coffee hour* to the basket on the table before they leave.**
- **Show them the bulletin board with visitor nametags and explain that is where they will find their nametag when they return.** (Leave collected nametags in the basket for processing by the office on Monday morning. If someone nicely returns their tag to the board, please take it down when they're not looking and put it in the basket! You'll notice we write the date attended on the back...)
- **Where the service, the bathrooms and the coatroom are located.**
- **Coffee hour is in Channing Hall after the service**
- **If they are new to Unitarian Universalism, give them the information packet.**
- **Someone will be at the Welcoming Table after the service if they have questions.**

If newcomers bring kids: For younger children, use the sticky nametags (to avoid the pins.) Ask the parents if the children will want to attend a class. Explain how kids go to the beginning of the service*, and that parents can walk out with them to class and return to the service. If there is time before the service begins, take them to RE window (or ask Greeter to take them) to complete child visitor info page.

* **Check the Sunday Schedule on the clipboard:** on Regular Sunday, Family Chapel, and Multigenerational service Sundays different age groups go to different places!

Returning kids will start looking for pre-made name buttons as early as second visit! Explain to parent that **Leah will make them a button when they register the child for Religious Education class.**

Do not leave the table unattended. If you need to show a guest how to get somewhere, ask a Greeter to take them, or nab an innocent passerby to help! **At end of morning:** Put basket of returned nametags and completed blue cards on Tammy's desk. Return supplies to shelves.