

J316 Encounter 2017

VOLUNTEERS' BRIEFING

A. IMPORTANT NOTICE

1. There will be a Final Briefing & Training for all volunteers on 24th September 2017, Sunday, from 5.00 pm at BCM Auditorium, Jalan Gasing.
2. Kindly bring your own pen and meet at the Volunteer Room at 5.00 pm each night
3. There will be food and water for all volunteers

B. GENERAL REQUIREMENTS FOR VOLUNTEERS

1. A matured Christian (your pastor is aware that you are serving)
2. Be punctual – 5.00 pm everyday for final briefing and prayer
3. Be prayerful, praying for the event and during the event
4. Dress decently, smartly (smart casual). Ladies - no high heels and no short skirts. Guys - shirt and long pants/jeans
5. Do not talk during the service, be ready to help others or double-up in another ministry whenever necessary
6. Stay throughout the service until the end
7. Return all forms (both filled up or blank ones) to the Team Leader or to the Volunteer Room (boxes provided) before going home
8. Wear lanyard whenever on duty and return it after service to the respective boxes provided in Volunteer Room
9. Be alert and quick. Listen and follow instructions from Rev. Nathan Morris (NM), person-in-charge and Committee Members
10. Bring your own pen

C. SELF-PREPARATION

1. Physical
 - a. Rest well the day before.
 - b. Bring toiletries to wash up and freshen up – (tooth brush, tooth paste, soap etc). We are going to talk to people!
2. Social
 - a. Put on a garment of praise! Your smile and joy are contagious. People become more receptive.
 - b. Personalize your interaction. Get ready mentally to interact. Get to know the person's name.
3. Spiritual
 - a. Plead the blood of Jesus Christ over yourself and the sick
 - b. Be sensitive to the Holy Spirit to lead and guide
 - c. Pray for preparation of the heart readiness and soften the heart of the sick person
 - d. Create an atmosphere of God's presence over the sick so that they will be receptive to God's presence and healing anointing

USHERS: ROLES & RESPONSIBILITIES

Introduction

- A warm-hearted and a kind-hearted usher go together like the pulpit and the sermon.
- Lead, guide, or do anything else that is an extension of the human smile – don't order people. Be a warm-hearted friend, not an officer (2 Peter 1:7).
- Your motto: "We love you, and we are glad you are here."

1. Three Myths to Forget

- a. Ushers are not important
- b. Anyone can be an usher
- c. People don't care who is at the reception door

2. Preparation & Posture

- a. Preparation for usher duties begins at your own home/office.
- b. An usher acts as the host of the event. Welcome people with a warm handshake and greet them (if possible by their name). If there are handbills, make sure that everyone receives a copy.
- c. All usher lanyard and tags are to be worn over the neck.
- d. Station yourself quickly so as to carry out your allocated duties. Be attentive and show visitors to available seats, beginning at the front row.
- e. Take up your respective positions at the end of the congregational worship. Be ready to collect offering.
- f. After collection of the offering, go straight to the ushers' counter and hand the offering bags to the leader and attend to other necessary tidying work or go back to your station. **REMEMBER: USHER DUTIES DOES NOT END HERE.**
- g. Count the attendance (each respective assigned sections).
- h. Ushers should not be found talking among themselves. Always ensure reverence during the whole service. If at any occasion any person's acted out of the norm, gently and tactfully usher that person to the designated place.
- i. Be alert throughout the service for any special instruction from the service director / NM.
- j. Be at the entrance again at the end of the service to greet people with "God Bless You", "See You Tomorrow,"and God Loves You" etc

3. Essential Pointers

- a. Present a neat appearance. First impressions count much. Let your every expression convey the idea of friendliness and warmth.
- b. Courtesy, quietness (i.e. no unnecessary talking or chatting), reverence. Be natural, not stiff and officious, yet always reverent and dignified. Be sincere, pleasant, kind and hospitable.

- c. Never embarrassed a guest, no matter how wrong he/she may be.
- d. Study the auditorium and know where every available seat. Encourage the congregation to be seated well forward.
- e. During prayer, all latecomers should be quietly detained at the door. This is to avoid disturbance and to maintain a prayerful atmosphere. During worship, ensure that latecomers are ushered in a quiet manner to avoid disturbance to other worshippers.
- f. Always conduct your guest to his/her seat. Never direct them.
- g. Finding a seat does not terminate your responsibility. You should be observant to his/her needs during the service.
- h. Do not be afraid to go up to those who are seated and asked whether is there anyone seated next to him/her, if you see the seats is empty.
- i. Always be ready to tender your help esp. to parents with many baggage, etc.
- j. Always go and greet the people than allowing them to come to you.