Sunday Morning Team Handbook

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Williamsburg Unitarian Universalists

A Welcoming, Worshiping, Witnessing Community

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Thanks for volunteering for a Sunday Morning Team!

This handbook explains the different tasks that the Sunday Morning Teams will take on each Sunday. Don't worry if it seems like too much information, the actual tasks are not very hard. The instructions are detailed since they were compiled from all the tips and suggestions over the years and cover things that don't happen every Sunday. The handbook is updated as we learn more effective ways to do everything and solve problems.

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Frequently Asked Questions

What are the Sunday Morning Teams?

The teams were established in 2005 to more effectively coordinate some of the tasks that need to be done each Sunday. In the past we have had separate groups that took care of hospitality, ushering, and greeting. Several methods were used to recruit people for each group, but in the end either a few people did all the work or it was not done or not done well.

If we want to welcome new members and visitors, it is very important that they are warmly greeted at the door and directed to the Membership table to be given a nametag, and encouraged to fill out a visitor card. As they enter the sanctuary, there should be someone to hand them an Order of Service and help them find a seat if necessary. Hopefully we'll have coffee and tea available at the end of the service so that they will be enticed to stay and chat afterwards. These simple functions can have as much influence on someone's first impression of WUU as the service itself.

The Sunday Morning Teams were established to make sure that we have a dedicated group of people who make sure that we consistently do a good job with these basic functions.

What do the Sunday Morning Teams do?

The work of the teams is accomplished by a coordinator, one or two team leaders for each Sunday of the month, and the remainder of the team members. The body of this handbook describes in detail the tasks that need to be done for each service on each Sunday. See "Responsibilities of the Sunday Morning Team members" in the Appendix for descriptions of additional responsibilities of the Coordinator, Team Leaders, and Team Members.

Each Sunday Morning Team takes care of the greeter, usher, and hospitality tasks for one service on one Sunday each month. The people on each team decide how to best split up the tasks. One member of each team is designated as Team Leader.

For the 9:15am service, one possible arrangement is to start by having two or three team members start arranging chairs and the others make short work of the hospitality setup. When people begin arriving, one team member begins greeting. When the other tasks are finished, another person can help greet.

For the 11:15am service, a couple of people can distribute hymnals and get the usher materials together then when the doors to the sanctuary are opened, two people begin handing out Orders of Service.

For both services, near the end of the service, two people put out the hospitality items and, during the coffee hour, make sure that the coffee and tea supplies don't run out. All members of the team help greet visitors after the service. Following the late service, everyone can pitch in to quickly put all the supplies away and clean up the kitchen. By working together we can make sure that no one gets stuck doing all the work!

What do I do if I can't make it one of my team's Sundays?

Everyone will probably miss some of his or her team's Sundays during the year. If you know that you can't make it for a Sunday, first try to get someone from another team to swap Sundays with you. Then see if one of the people who signed up to be a substitute can help you out. (You will receive a list of the members of each team and substitutes when you join the team. If you don't have one, please contact the Coordinator or your team leader.) Be sure to let your team leader and your team know who will be filling in for you. If you can't find anyone, make sure that you let your team leader know so that he or she can help you find someone. By swapping Sundays when possible, we'll avoid asking the same people to fill in too many times. If you are a team leader and you are not able to be there on your assigned Sunday, you are also responsible for recruiting another member of the team to lead or swapping with another team leader.

When do I have to be there?

Try to arrive <u>at least</u> a half-hour before the service starts (before 8:45 or 10:45 during the year and 9:30 in the summer). If you'll be late, make sure that others from your team will arrive in time to start the coffee, distribute hymnals, and prepare the Orders of Service before the service.

Something Else?

If you have any questions, don't hesitate to ask. The Sunday Morning Team Coordinator will be happy to address any general questions about the Sunday Morning Teams. Questions about the kitchen can be addressed to the Kitchen Coordinator, those about greeting and membership by the Membership Committee Chair, and about the building by the Physical Plant Chair.

Hospitality

Before the service:

1. Arrive at least half an hour before the service starts. Remember that in the summer services start at 10am.
2. Make coffee. Current suggestion is to make 40-45 cups (less or none in summer – your choice) of regular and 20 (or less) cups of decaf before the first service. Make additional regular coffee in small coffee maker and add that to the large pot before the second service. Coffee is stored in the refrigerator in marked containers. Use the 55-cup pot to make regular coffee; make decaffeinated coffee in the other or in small (12 cup) coffee maker(s). Use glass coffee pot or other urn to heat hot water for tea. Set pots on the kitchen counter and plug them in there. Plug in no more than two pots on the left side of the kitchen. (Unplug the microwave so that no one inadvertently uses it while the pots are plugged in.) Set identifying card on top of each pot.
3. Before the first service, set out tea bags, sugar, napkins, stirrers and coffee cups. The large basket holding sugar and coffee stirrers is in the cabinet to the right of the refrigerator. You will find everything else you need in upper cabinet, marked "Hospitality," to the right of stove. Pour half-and-half into two or three creamers and set in refrigerator until near the end of the service. For the second service refresh any of these as needed.
4. Pour juice into the **8 ounce plastic glasses** that you will find in "Hospitality" cabinet. Use the small cold drink cups as backups. Set glasses on tray and put into refrigerator.
5. At your discretion, serve other cold beverage(s) during the summer. Pitchers are in the white cabinet.
6. Put out the 2 "kitty" baskets - one on each side of the kitchen.
7. Make sure that coffee is perking before going into the service.

Before the end of service (usually about the time of the last hymn):

1. Make sure coffee has perked.
2. Put out coffee, half-and-half, hot water, juice, and other cold drinks, if any, on counter in kitchen. Use thermoses for coffee if you prefer.

During fellowship time:

1. Serve coffee (draw coffee and have a few cups ready) and hand it to people if you are so inclined. Otherwise, people can get their own.
2. Pour cold drinks (if in pitchers).

3. Refill cream pitchers and pour more juice, as necessary.

After fellowship time:

First service

4. Refill cream pitchers for use after second service and put into refrigerator.
5. Cover and place leftover cold drinks, if any, in refrigerator.
6. Put recyclables into bin under counter by door to sanctuary. All cans, glass and plastic (numbers 1 and 2) bottles and jugs, paper (not napkins or cups), cardboard (not pizza boxes), **must** be recycled. Everything else is trash.
7. If we are out of or running low on coffee, juice, half-and-half, or supplies, leave a note on the kitchen bulletin board or let Millisa England know.
8. Put your Welcome button back in the basket on the Membership table (or in a Membership drawer in the multi-purpose room).

Second service

9. Wash and dry coffee urn and thermoses, if used.
10. Place as many of the glasses, cups, silverware, etc. in the dishwasher and run it. Wash any remaining dishes, dry them and put them away.
11. Place coffee grounds and other "compostable materials" in the compost can near the sink.
12. Return any leftover cold drinks to their containers, or throw them out.
13. Put recyclables into bin under counter by door to sanctuary. All cans, glass and plastic (numbers 1 and 2) bottles and jugs, paper (not napkins or cups), cardboard (not pizza boxes), **must** be recycled. Everything else is trash.
14. Empty trash and replace liners in trash receptacles. Trash should be placed in the blue trash bins, NOT the other recycling bins. Please make sure that all trash in the cans on the patio is properly secured. Don't over-stuff them! If there isn't any room in the trashcans, please let the Kitchen Coordinator or the Physical Plant Cluster Chair know.
15. Put any money from the "kitty" baskets in one of the plastic offering bags and place in the lockbox in the Sound room or give to Dave Banks.
16. If we are out of or running low on coffee, juice, half-and-half, or supplies, leave a note on the kitchen bulletin board.

Greeters

In the past we were sometimes responsible for the Membership table, but now a member of the Membership Committee sets up the Membership table and assists people there. If you should decide to set up the Membership table, you can find Membership supplies in drawers of the cabinet in the nursery/multi-purpose room.

Before the service:

1. If leaves or debris cover the outside entryway, you may use a broom from the janitorial closet to sweep it.
2. Set up the Membership table if it has not already been setup:
    - Put out paper name tags and markers
    - Put out some visitor information cards and pens
3. Warmly welcome everyone who comes in the door.
4. Direct visitors to the Membership table where they may get a name tag and fill out a visitor's information card.
5. Keep conversations short. This is not the time to catch up with friends.
6. Remind parents of young children (less than 4) that childcare is available during the service. For information about RE for older children see "Religious Education (RE) for Children" in Appendix.
7. Continue greeting until after the service starts. Some people come as late as 15 minutes after the service starts.

After the service:

1. During the service make note of any visitors and new members. Mingle with as many as you able, to continue helping them feel welcome.
2. Direct visitors to the Membership table where they may fill out a visitor information card if they have not done so already.
3. If possible, introduce visitors to the ministers.
4. Have a great afternoon!

Ushers

Before the service:

First service:

1. Arrive at least half an hour before the service starts. Remember that in the summer services start at 10am.
2. There should be attendance sheets (one for each service) with the Orders of Service (usually in the library). You'll need the one for your service and a pen or pencil to write down the head-count during the service.
3. The collection baskets are kept on a shelf in the storeroom. You will most likely only need 2 of them. They may already be out on chairs at the back of the sanctuary near the door to the storeroom when you come in.
4. If possible, check with the worship associate or minister to see if there are any special needs you should be aware of for this service.
5. We have large-print hymnals, hearing assistance devices, a chair with arms, and a wheelchair if they are needed.
6. If someone is using a wheelchair, ask them where they wish to be seated and move out a chair or two to accommodate their request.

Second service:

1. Arrive at least half an hour before the service starts. Remember that in the summer services start at 10am.
2. Distribute hymnals – at least one on every other chair in the sanctuary. Remember the minister(s) and worship associate.
3. Find the Sunday Orders of Service, and any inserts, in wire baskets in the library. If someone has moved them to the foyer, please check the library as well (even if someone is using the library for a meeting) to be certain that you have all the inserts. Put the inserts into Orders of Service. *The Spiral* will be available at the Welcoming table.
4. There should be an attendance sheet with the Orders of Service. You will need that and a pen or pencil to write down the head-count during the service.
5. The collection baskets are kept on a shelf in the storeroom. You will need all four of them. They may already be out on chairs at the back of the sanctuary near the door to the storeroom when you come in.
6. If possible, check with the convener or minister to see if there are any special needs you should be aware of for this service. Check the Order of Service to see when the offering will be taken.
7. Pass out Orders of Service to folks as they are entering the sanctuary. If there are enough ushers, one should stand on each side of the doorway.

8. Note that Order of Service indicates that latecomers may enter the service during the Welcome and during the first hymn.
8. Assist people in finding seats if needed, either by showing them where there are available seats or taking them to the seat. If there is an unusually large number in attendance, help find seats or retrieve folding chair from the sound room.
9. We have large-print hymnals, hearing assistance devices, a chair with arms, and a wheelchair if they are needed.

During the service:

1. For the 11:15am (10am in the summer) close one of the doors to encourage people to get seated (the board representative will ring the bell next to the door). When the service starts, watch the door for any latecomers. Try to keep an eye open for empty seats and direct latecomers to them. If necessary, set up additional chairs at the back of the sanctuary from the storage room. This should be done before the Welcome is finished. Please keep the doors closed except when latecomers are entering during the Welcome and first hymn. See the Order of Service for other entry points, if any.

2. During the second service (or only service in the summer), when the children and teachers are beginning to be sung out, open the doors. Close the doors again after they are gone.

3. During the second service, please wait about 10 minutes until parents who accompanied children to classes return, then get a head count of the adults and any children who are left in the sanctuary. This does not have to be absolutely accurate. There should be a pre-printed (usually blue) attendance sheet with the bulletins. If there is no sheet available with the bulletins, just jot down the date and numbers on a bulletin.

4. For the 9:15am service, when the offertory is announced, two ushers, each with one basket, should pass the baskets on either side of the circle. Once the offering is collected, place the baskets on the altar (or pedestal) in the center of the circle and be seated. Right after the service has ended, take the baskets back to the Sound room for sorting.

5. For the 11:15am service. when the offertory is announced, two ushers proceed down the middle aisle to the front, then split up and each goes down a side aisle, passing the baskets to the folks on both sides (one basket to each side). When the baskets have reached the back of the church, stand and wait until the minister or convener for the service stands and then proceed together down the middle aisle. Raise the baskets a bit while the minister or worship associate recognizes the gifts. Then take the baskets back to the sound room to secure the offering.

6. Using a table or cart, unfold the offering and sort into two piles: Checks and cash. Place the checks into one of the plastic envelopes and seal it; place the bills and coins into the second envelope and DO NOT seal it. The head sorter should sign the front of the bags and indicate which service (if two services). The two bags are then secured in the safe box—making certain that the bags fall into the box.

After the service:

1. At the end of the second service (or only service in the summer), roll the hymnal cart out of the storeroom and help stack the hymnals on it. This goes more quickly and, consequently, keeps traffic moving better, if two ushers work at this. Stack hymnals on all shelves of the cart to make it easier to maneuver. Fold up any chairs that are in the way. Roll the cart back into the storeroom after the hymnals have been collected.
2. Collect the Orders of Service in a wire basket on the edge of the hymnal cart for recycling (after the second service).
3. Put the wire baskets back in the library after the second service.
4. Return the two chairs in the narthex to the library.
5. Don't forget to put the blue attendance sheet in the administrator's folder on the wall in the hall by the library.
6. You are done!

APPENDIX

Responsibilities of the Sunday Morning Team members

The Sunday Morning Teams are responsible for supporting the Sunday morning services by greeting, ushering, and hospitality functions. The responsibilities of the Coordinator, Team Leaders, and other Team Members are listed below. More detail about the tasks needed to be done on Sunday morning can be found in the body of this handbook.

Coordinator:

- Coordinates the activities of the Sunday Morning Teams
- Ensures that at least one Team Leader is assigned for each Sunday (i.e., 1st . . . 5th)
- Represents the Sunday Morning Teams at the monthly leadership meetings and facilitates coordination of the Teams with other church activities.
- Manages the kitchen budget, including supplies for Fahs and Parker.
- Reports to and communicates with minister as needed.
- Interprets and helps train teams on new procedures.
- Helps ensure that, initially, each team has the appropriate number of regular team members
- Helps Team Leaders, when necessary, with notifications and follow-up for confirmation, etc.
- Updates handbook; maintains it on church's website
- Maintains master team member list for Team Members and Office Administrator
- Relays information and changes in procedures to Team Leaders and Team Members
- Communicates with others responsible for Kitchen activities.
- Coordinates team functions such as participation in Volunteer Sunday, etc. Also, protects teams from getting roped into doing the duties associated with after-church programs.
- Maintains list of all who have helped on teams in any way for use on

Volunteer Sunday
- At request of ministers, finds ushers for special events, such as Christmas Eve
- Serves as the point person for approving the set-up of additional tables within the Narthex or on the sidewalks outside the church.

Team Leader:
- Coordinates the activities of his/her assigned team
- Ensures that, initially, the team has the appropriate number of team members
- Helps train and integrate new members into the team
- Finds replacement/trade (another Team Member or Team Leader) if unable to keep commitment for assigned Sunday. Notifies Coordinator as far ahead as possible (with name of replacement) – preferably, more than a week before
- Reminds Team Members (by e-mail if desired) more than a week before assigned Sunday
- Confirms Team Member availability by Monday p.m. and/or get the names of replacement(s)
- Assists Team Members (especially, new members) with finding trades or substitutes, if necessary
- Gives Office Administrator (Mary Ellen at office@wuu.org), the names of Team Members on or before Wednesday a.m. for inclusion in Order of Service; if not all have been heard from, gives best guess. Office Administrator uses names of regular team if she hasn't received other names.
- Arrives on assigned Sunday about 40 minutes before service starts
  - Ensures that all Sunday Morning Team activities are assigned and accomplished
  - Ensures that after-service tasks are completed, especially that coffee pots are unplugged and that the attendance sheet is put into the Administrator's folder
- Tells the Coordinator who the team members were, as well as anyone else who helped out even if only for a short time
- Stays current with procedures as relayed in e-mails and updated handbook
- Reminds other Team Members of procedures, as needed
- Proposes changes and improvements to procedures and handbook based on own and team's experience(s)
- Ensures there is a person responsible for securing the building before leaving. If the team leader has completed his/her duties before the building is empty, request that another church leader (staff, worship associate, board member, etc) take responsibility for this. Securing the building includes shutting off the lights, setting the security system (know the password) and locking the building (know how the retrieve the key from the lockbox). If this responsibility is passed on to another leader, make certain they know these codes.

Team Member (more detail in body of handbook):
- Responds to announcements/reminders as soon as possible

- Finds replacement if unable to keep commitment for specified Sunday and reports that information to the Team Leader no later than Tuesday p.m. before assigned Sunday
- Arrives about 40 minutes before service starts on assigned Sunday; members, friends, and visitors may start arriving 20 – 25 minutes before services start
  - Contacts Team Leader upon arrival
  - Completes tasks for assigned function and, when needed, helps complete other team function tasks
  - Ideally, is willing to handle other than usual function occasionally. This may include the Team Leader's role in the regular Team Leader's absence
- Helps integrate new Team Members into the team
- Stays current with procedures as relayed in e-mails and updated handbook
- Contacts Coordinator or Team Leader if a handbook is needed (always available on the WUU Internet site by searching for "Handbook" or "Sunday Morning Team").

Sunday Morning Team Task Cheat Sheet for Two Services

Times are approximate. See body of handbook for more detail. This may be updated as we learn how two services work!

For 9:15 a.m. Service

Before attendees arrive (8:45am)
- Make coffee and start coffee service set-up

As attendees arrive (8:55- 9:30)
- Greet at front door
- Offer children the activity packet, if there is one(on the LFD table)

During service
- Count attendance
- Collect and secure offering

Before end of service
- Finish coffee service set-up

After end of service
- Put attendance sheet in Administrator's folder
- Serve coffee
- Clean up after coffee

For 11:15 a.m. Service

Before attendees arrive (10:30 – 11:00)
- Distribute hymnals
- Stuff all OOS
- Set up folding chairs at back of sanctuary or foyer, if needed.
- Distribute hymnals on recently set up chairs
- Make coffee and refresh coffee service set-up

As attendees arrive (10:55- 11:30)
- Greet at front door
- Usher (hand out OOS and seat)

During service
- Count attendance (after parents have returned from taking children to classes)
- Collect and secure offering

Before end of service
- Finish coffee service set-up

After service
- Collect hymnals
- Collect OOS for recycling
- Put attendance sheet in Administrator's folder
- Serve coffee
- Clean up after coffee

Religious Education (RE) for Children

FYI: Here's some useful information that Rev. Jennifer Ryu sent on 10/3/06 for the Sunday Morning Teams.

Hello All,

This is a reminder from the DRE about how to respond to newcomers' questions about children:

> "There's no requirement to attend children's programming, of course, so children just leave when they're sung out and go with the appropriate age.
>
> There's a sign on the bulletin board above the RE table in the narthex that tells who goes where.
>
> If somebody wants to register for RE...put their children in the program officially...they can get a form from the RE table or from the adult volunteers in the classes.
>
> Volunteers are asked to keep track of visitors, and if somebody is coming regularly (we say after 3 visits) we give the parents a form and ask them to register their kids."

Thank you very much for helping to make Sunday Mornings a warm and hospitable time for everyone.

Jennifer

Fitting it all together—Others who interact on Kitchen responsibilities:

Assumptions:

- Kitchens include the Sanctuary, Fahs, & Parker.
- The supplies are for WUU-sponsored events.[1]
- Kitchen supplies include:
  - Paper goods, such as plates, napkins, beverage cups.
  - Food consumables such as coffee, juice, & half & half[2]
- To the extent possible, kitchen supplies will be
  - Purchased in bulk to save money, using WUU's purchase cards & sales tax exemptions.
  - Consistent with WUU policies regarding ethical eating & green policies.[3]
  - The purchase of these supplies will come from the same budget line & supplemented by weekly donations that come from the baskets in the food distribution areas.

Procedures:

- Paper goods:
  - The contact will take periodic inventories of needs & take appropriate action. Users of the kitchens should alert the contact of an urgent need.
  - Bulk supplies of paper goods and bathroom soap will be kept in a readily accessible storage area, yet to be determined.
  - Consumable Foods (CF):
    - The CF contact will take a weekly assessment of needs in the Sanctuary & Fahs & resupply as needed. Users of the kitchens should alert the contact of an urgent need.
    - Bulk supplies of consumable foods will be kept as follows:
      - Sanctuary:
        - Coffee: Fair Trade coffee bags will be kept on the upper shelf of the cabinet nearest the kitchen door.
        - The food consumable contact will notify the Fair Trade contact when the supplies are low.
        - The Fair Trade contact will stock the shelves according to the following: Regular percolator: 10 bags; Decaffinated drip: 5 bags. The Fair Trade contact will notify the church office and the Kitchen coordinator when the supply has been restocked. Office Administrator will debt the Kitchen account for this transaction.

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[1] For large events, such as the church auction, the sponsors will be asked to purchase supplies so that a more accurate accounting can be kept of the event expenses.

[2] Fair trade coffees will be restocked by the Fair Trade coordinator, purchased at the wholesale rate & billed quarterly to the church using standard reimbursement procedures.

[3] Cookies & other sweets will be provided by volunteers or are leftovers from recent events.

            - Containers for both kinds of coffee will the kept in the refrigerator & replenished, as needed, from the inventory in the cabinet
        - Sugars & sweeteners: Kept in the cabinet to the right of the refrigerator
        - Powdered juice supplies: Kept in the cabinet to the right of the refrigerator
        - Fresh juice: Kept in the refrigerator. Keep at least 2 large bottles there
    - Fahs
        - Coffee:
            - A bag each of decaffeinated and regular drip coffee will be kept in the freezer
            - Sugars & sweeteners: Kept in the cabinet to the left of the sink
        - Powdered juice supplies: Kept in the refrigerator
        - Fresh juice: Kept in the refrigerator. Keep at least 1 large bottle there
    - Parker
        - Draw from the Sanctuary supply as needed.
- **Coordination of large events**
    - If there is a group of 10+ people, they should purchase their own coffee and supplies for their event. Otherwise, they can use the supplies of the Sunday Morning Teams.