



St. Katharine Drexel Parish in Cape Coral, Inc.

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MINISTERS OF HOSPITALITY HANDBOOK



Table of Contents

Ministers of Hospitality Handbook Cover 1

Table of Contents 2

Introduction / History of Hospitality / Prayer / Requirements 3

Checklist for Ministers of Hospitality 4

Humble Service / Appropriate Attire / Scheduling 5

Name Badges / Hospitality Locations 6

Procedures: Prior to Liturgy / Gathering Rite / Presentation of Gifts / Sign of Peace 7

Holy Communion Procession / Concluding Rite 8

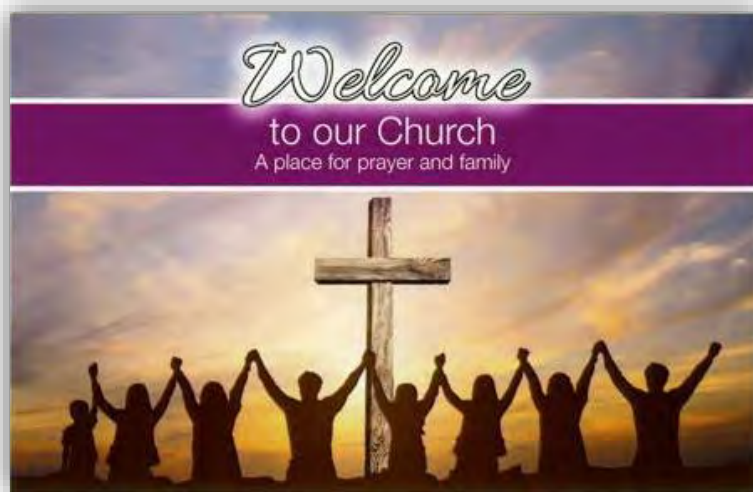
Special Situations 9

Lead Hospitality Minister: Roles and Responsibilities 10

Application Form (Complete and return to parish office) 11

***“Whoever receives you, received me, and whoever receives me,
receives the one who sent me.”***

-Matthew 10:40



Introduction

The message of the Gospel and the kingdom of heaven is for everyone. God's love is for all people. Each time we gather around the Eucharistic Table, we celebrate that all people are equal in God's eyes. With this awareness of God's all-encompassing love, we understand that every member of the assembly is a minister of hospitality. Those specifically designated to serve in this ministry, regularly remind us of our call to this God-like spirit. They not only welcome the stranger, but they also awaken within us our oneness in Christ. They don't just serve individual needs; they serve the health and wholeness of the entire community.

We are all ministers of God's Word by the way we live our lives. Lectors are specifically designated to PROCLAIM that Word. Ministers of Hospitality by their actions PROCLAIM God's Word of welcome and all-embracing love.

"A liturgical function is also exercised by: ...c) those who take up the collections in the Church. d) those who, in some regions, welcome the faithful at the church doors, seat them appropriately, and marshal them in processions." (General Instruction of the Roman Missal (GIRM) No. 105)

History of Usher/Hospitality

The Ministry of Hospitality is an expansion of the traditional role of the usher, which is one of the oldest ministries in the Catholic Church. During the time of our Lord and Savior, our predecessors were known as "doorkeepers," and numbered in the hundreds. Around the third century, AD ushers were known as "Porters," and used to guard against intruders that may disrupt services. Today, Ministers of Hospitality for Saint Katharine Drexel Catholic Church act as the liaisons for our parish to warmly welcome God's people to each liturgical celebration. Other duties, responsibilities and guidelines are outlined in this handbook.

Prayer for Ministers of Hospitality

Heavenly Father, you have bestowed upon each of us many gifts. Those whom you have called to serve are present to show our graciousness to you and our faith as we use these gifts. We ask that you provide guidance as we enable our talents to express your love for us in our daily lives and to communicate your love to our community and our parish family. We ask that you enlighten us whenever we are called to serve this ministry and empower us with your grace and forgiveness so we may execute our responsibilities in welcoming and providing assistance to our priests, deacons, and parishioners. Keep us focused on our objectives and commitment to serve in Your name, through Jesus Christ our Lord. Amen.

REQUIREMENTS for a Minister of Hospitality

- Must be registered Member of Saint Katharine Drexel Parish
- Complete FLOCKNOTE registration (this is how ministers of hospitality communicate with each other)
- Complete VOLGISTICS application and other Policy Procedure Guideline Forms (per Diocesan requirements)
- Fill out Liturgical Ministry Application form and attend annual Hospitality workshop at SKD parish

CHECKLIST for Ministers of Hospitality

- **Arrival:** 20-30 minutes prior to each Mass
- **Check-in:** Sign-in to Volgistics and pick up name badge from the Vesting Room and inform the Sacristan and Hospitality Leader of your arrival.
- **Front Doors:** Ministers of Hospitality shall station themselves at both exterior and interior door entrances, weathering permitting (i.e. rain/heat), open doors, welcome, and greet parishioners and visitors. It is important to accommodate those using walkers or wheelchairs by assisting them to their seats. (*Note: Be familiar with all handicap stations throughout church.*)
- **Offertory before Mass:** Ministers of Hospitality (at least two) shall station themselves in the narthex at the Collection/Offertory Table. Deposit periodically, the collection basket into the appropriate security location. The narthex collection basket must be emptied before Mass begins, accompanied by two ministers, to safeguard against any theft.
- **Offertory during Mass:** When the lector approaches the ambo to read the Prayers of the Faithful, all Ministers of Hospitality should proceed to their stations with their collection basket(s). Ministers will proceed down each isle to the first row. After the Offertory hymn has begun (or after the Children's Collection is started), they will bow to the altar and then begin the collection. (**Reminder:** *when moving across the sanctuary, liturgical etiquette requires one to bow in reverence before the tabernacle before moving on.*) If the Hospitality Leader has chosen parishioners to present gifts, they will meet in the back of the church (baptismal font area) before collections have started. Then inform Gift Bearers to proceed to the middle medallion and wait for the celebrant's signal to bring up gifts. (*See procedures, Page 7, under Presentation of Gifts.*)
- **Holy Communion:** If there are enough Ministers of Hospitality, once the Extraordinary Ministers have proceeded to the altar, the Ministers of Hospitality shall move to each of the communion stations and await the arrival of the Extraordinary Ministers of Holy Communion and Priest who are distributing communion. They shall proceed pew by pew, front to back of the church, directing each aisle. Ministers of Hospitality should be the last to receive holy communion and will inform an available Extraordinary Minister of Holy Communion of parishioners wishing to receive communion in any part of the church.
- **Final Blessing and Dismissal of Mass:** Prior to the conclusion of Mass, each Minister of Hospitality will return to the narthex exits; to greet and pass out bulletins. Two will station themselves at the Collections/Offertory Table and two at the exterior doors to thank parishioners and visitors for attending Mass.
- **Housekeeping:** At the 4:00 pm Saturday Vigil Mass and Sunday 8:30 am, 10:30 am and 12:30 pm Masses, after the parishioners have departed, each Minister of Hospitality (along with Sacristan) should quickly walk their assigned pew areas of the church and gather anything left behind by parishioners for the Lost and Found Box (narthex counter area). If items are found, they will inform the Hospitality Leader/Sacristan. When finished, each Minister of Hospitality will return their badge to the Vesting Room and sign-out with Volgistics. (*See procedure, page 8, under Concluding Rite.*)

HUMBLE SERVICE

Ways to Welcome: (Hospitality Ministers are responsible for the following:)

- Ability to see the face of Christ in every person.
- Smile and make eye contact.
- Extend a firm, but warm handshake. (Keep in mind that the sense of touch can sometimes be more powerful than words. A handshake or a hug can speak volumes but be respectful of personal space.)
- Offer a sincere and friendly greeting: (“Good Morning!”, “It is so good to see you!”, “Welcome to SKD parish!”, “Thank you for coming today!”)
- Be polite and welcoming.
- A prayerful and calming presence.
- Ability to know and understand this ministry as a way of life.

What it means to serve:

- Your initial greeting is the significant gift that welcomes those who enter to experience their faith.
- Yours is the gift to show compassion and assistance to those entering late by finding them an available seat among the congregation.
- When appropriate, assist parents with infants or toddlers by informing them that the Adoration Chapel seating is available as well as in the narthex.
- Your greeting and smile may be the first impression of Saint Katharine Drexel Parish for those attending Mass, even though they may not acknowledge you.

Appropriate Dress Attire

As a representative of the House of the Lord; it is a sign of respect to dress appropriately in the execution of Hospitality Ministry. **For men**, a coat and tie are encouraged. However, dress clothes such as slacks, and a button-down shirt/polo shirt may also be worn. **For women**, a modest dress, slacks or knee length skirts are appropriate. No halter tops or spaghetti strap tops should be worn, shoulders should be covered. Under no circumstances shall any hospitality minister come to serve in gym shorts, sweatpants, cutoffs or tee-shirts. No beachwear. Ministers who are not scheduled to serve are asked to please dress appropriately in case they are needed to serve.

Scheduling

Similar to our Lector and Extraordinary Ministers of Holy Communion, the Minister of Hospitality will be scheduled to cover all Masses and may be asked on occasion to serve at a different Mass, Holy Days of Obligation, or events deemed by the pastor. You will be asked to provide your preference of Mass times. You will be scheduled through Ministry Pro, the ministry scheduling software.

Badges in Vesting Room

Ministers of Hospitality should pick up their name badge from the Vesting Room upon arrival. Name badges are provided by the church and should be returned once the duties have been completed at the end of Mass. *(Note: Please remember to sign in and out with Volgistics.)*

LOCATIONS for Ministers of Hospitality

Front Doors: Ministers of Hospitality shall station themselves at both exterior and interior door entrances, weathering permitting (i.e. rain/heat), to open doors, welcome, and greet parishioners and visitors. It is important to accommodate those using walkers or wheelchairs by assisting them to their seats *(Note: Be familiar with all handicap stations throughout church.)*

Before Mass:

Two Ministers of Hospitality shall station themselves in the narthex at the Collection/Offertory Table. Deposit periodically, the collection basket into the appropriate security location. The narthex collection basket must be emptied before Mass begins, accompanied by the two ministers, to safeguard against any theft.

After Mass Begins: One or two Ministers of Hospitality should remain stationed in the narthex area throughout the Mass, once the Celebrant enters the sanctuary, the two side front entrances must be locked; the middle front doors remain unlock. This is to be attentive to security awareness and the needs of our parishioners entering late to find a seat, or to lend assistance throughout the Mass.

Offertory during Mass: When the lector approaches the ambo to read the Prayers of the Faithful, all ministers of Hospitality should proceed to their assigned stations with the collection basket(s). Ministers will proceed down each isle to the first row. After the Offertory hymn has begun (or after the Children's Collection is started), they will bow to the altar and then begin the collection. *(Reminder: when moving across the sanctuary, liturgical etiquette requires one to bow in reverence before the tabernacle before moving on.)* If the Hospitality Leader has chosen parishioners to present gifts, they will meet in the back of the church (baptismal font area) before collections have started. Then direct Gift Bearers to proceed to the middle medallion and wait for the celebrant's signal to bring up gifts. *(See procedures, Page 7, under Presentation of Gifts.)*



PROCEDURES

Prior to Liturgy

- Arrive 20-30 minutes prior to the start of Mass.
- Check in with Volgistics before and after Mass.
- Pick-up name badge and check in with the Sacristan and Hospitality Leader for that Mass.
- Ask if there are any Diocesan or special collections.
- Ensure all doors are unlocked and offertory baskets are in place. (*Note: side doors in main church are to remain locked at all times for security purposes.*)
- Check to ensure bulletins are available and any other literature needing to be displayed or distributed at the conclusion of Mass.
- Assist with seating as needed. Direct parishioners to locations for wheelchairs and politely ask our parishioners with walkers if they would like to have the Eucharist brought to them. (*Note: fill-up handicap pews for easier access to the Eucharist.*)
- The Hospitality Leader will ensure that gift bearers are chosen and given proper instruction of when to report to the rear of the church for the offertory gifts.

Gathering Rite

Once the Celebrant enters the sanctuary, two Ministers of Hospitality the two side front entrance doors must be locked; the middle front doors remain unlock. This is to be attentive to security awareness and the needs of our parishioners entering late to find a seat, or to lend assistance throughout the Mass.

Presentation of Gifts/Offertory

When the Celebrant concludes the Prayers of the Faithful, all Ministers of Hospitality should proceed to their stations to begin circulating the baskets for collection. After the Offertory hymn has begun (or after the Children's Collection is started), they will bow to the altar and then begin the collection. If the Hospitality Leader has chosen parishioners to present gifts, they will meet in the back of the church (baptismal font area) once collections have started. All Ministers of Hospitality need to adhere to the Guidelines from the Diocese, specifically pertaining to the collection of monies during the Mass. The Hospitality Leader is responsible for the large gift basket, or designating someone prior to the start of Mass. Once the offertory collection is gathered into large basket; collection is then deposited into the appropriate security location.

Sign of Peace

Once they have exchanged the Sign of Peace with their families, Ministers of Hospitality shall gather at the rear of the church, exchange the Sign of Peace with each other, and with parishioners at the back of the Church.

Holy Communion Procession

When the Extraordinary Ministers of Holy Communion (EMHC) ascend to the altar, Ministers of Hospitality should proceed to their assigned communion stations (review holy communion stations diagram). Once the EMHC arrives at the communion station, the Ministers of Hospitality will lead each pew in the Communion procession. Once the Ministers of Hospitality have processed to the back of the church and all pews are in line, they are to check the back rows to ensure everyone has had the opportunity to receive Holy Communion. Then proceed to the end of the line to receive Communion, and to inform the EMHC of parishioners in any part of the church still needing to receive the Eucharist (wheelchair, elderly, etc.).

Concluding Rite

After the “Final Blessing and Dismissal,” when the Celebrant has concluded the Mass, all Ministers of Hospitality will proceed to the entrances of the church. Once the Celebrant has moved from the altar with his procession, and their backs are to the congregation, all Ministers of Hospitality will move to the exit doors to thank, greet and distribute bulletins (or other designated materials) to parishioners as they leave. After all the Masses, and after all parishioners and visitors have exited the Church, each Minister of Hospitality will do a quick walk of their respective area, checking the pews for anything left behind (i.e. bulletins or items, etc.). If any items are found, place them on the narthex counter.

Called to *Serve*
Hospitality Ministers



SPECIAL SITUATIONS

In case of Fire/Evacuation: All Ministers of Hospitality should familiarize themselves with the locations of fire extinguishers and fire alarms. If an emergency evacuation is needed, please ensure that those parishioners in need of assistance are escorted to the nearest available exit. This could include people who are on walkers, in wheelchairs, elderly, or pregnant.

First Aid/Medical Emergency Assistance: Ministers of Hospitality MUST be aware of potential problems. Our parish has many senior members who may need special assistance. If someone becomes ill, please help escort them to the restroom, narthex area or outside. Parishioners will feel more at ease knowing there is someone nearby to help them should a problem or emergency arise.

- There is one (1) AED located outside of the sacristy room (narthex area).
- If someone collapses or passes out, DO NOT attempt to move them. **Call 911.**
- First Aid kit is available in the sacristy.
- Cleaning materials are in the maintenance closet (located before restrooms)
- If law enforcement assistance is deemed necessary, **Call 911.**

Responding to an Injury:

If an accident occurs and a person is injured, determine if the person needs immediate medical attention. This will depend on how serious the injury is, or it appears to be: Is it life threatening (very serious) or non-life threatening (less serious or minor)?

When the Injury is Life Threatening:

Call 911. Also call the injured person's emergency contact. Do not move the person unless he or she is in immediate danger of further injury. Stay with the person and arrange for someone else to meet the paramedics and bring them to the injured person.

When the Injury is Not Life Threatening:

Administer minor first aid and then make the person comfortable.

If the injured person is a parishioner and needs medical attention, then provide help:

- Ask if the paramedics should be called. If so, **Call 911** and then give the phone (if practical) to the injured person to make the arrangements directly.
- Ask if anyone else should be notified. If so, call that person on the injured person's behalf.
- File an accident report with the parish, per diocesan requirement, as described in Reporting an Injury or Accident.

Topics to Avoid:

Please DO NOT say:

- The location is at fault or is responsible for the injury
- The location will take care of or pay the medical bill
- The same accident or a similar type of accident has occurred at the location
- Staff members will be your witnesses

LEAD HOSPITALITY MINISTER

Roles and Responsibilities

ROLE: The Hospitality Team Lead is the single point of contact for the Hospitality Team serving at Mass or parish event.

RESPONSIBILITIES:

- Create and distribute quarterly Hospitality schedules to team members and to parish office. Communicate all changes through Flocknote.
- Arrive at church 45 minutes prior to the start of Mass.
- Sign In/Out of Volgistics, remind team members to do the same.
- Check in with team members as they arrive.
- Ensure all team members wear their name badges. Contact parish office to order new/replacement tags.
- Check with the Celebrant and Sacristan for any special instructions.
- Cover any positions if team members are late or do not show.
- Greet Parishioners, be vigilant, look for those who need assistance.
- Ensure attendance census is recorded in the Liturgy Planner located in the sacristy.
- Ensure Collection is properly administered, and all monies collected are properly secured. All Ministers of Hospitality need to adhere to the Guidelines from the Diocese regarding Sunday Collections.
- Be prepared for the unexpected:
 - Medical emergencies - know location of AED and First Aid kit
 - Know locations of fire exits, extinguishers and fire alarm pull arms
 - Know the evacuation plan
 - Know where the custodial closet is located (before restrooms)
- After Mass, ensure the worship space has been checked for left items, pick-up bulletins, kneelers in upright position, etc.
- Communicate with the Sacristan and help as needed.
- Recruit parishioners to join the Hospitality Ministry.
- Train each new minister and provide the following:
 - Hospitality Minister Guidelines
 - Flocknote Sign-up
 - Volgistics application
 - Policy Procedure Guidelines

Saint Katharine Drexel Church

1922 SW 20th Avenue / Cape Coral, Florida 33991

Parish Office: (239) 283-9501

LITURGICAL MINISTRY APPLICATION FORM

MINISTER OF HOSPITALITY

[Please print clearly]

Name: _____

Address: _____

Phone: _____ E-mail: _____

Date of birth: _____

Have you been confirmed? Yes No

Are you a Catholic in good standing? Yes No

What is your marital status? Single Married Widowed

If single/widowed, are you in a relationship? Yes No

If married, have you been married by a Catholic Priest/Deacon? Yes No

Please list ALL Parish organizations that you are a member of: _____

Which Mass would you like to minister at?

4:00 pm Saturday Vigil or Sunday: 8:30 am 10:30 am 12:30 pm

Have you attended Safe Environment training (VIRTUS)? Yes No If so,

Where? _____

Have you applied for a Volgistics PIN? Yes No [If not, Diocesan requirement for all Ministries.]

I solemnly attest, that by signing this form I am a Catholic in good standing. I have no knowledge of any impediments, which would prevent me to be a Minister of Hospitality. I would like to become a Commissioned Minister for a period of Two (2) Years at Saint Katharine Drexel Church.

Signature: _____ Date: _____

Pastor approval: _____ Date Commissioned: _____

[Hospitality Floor Chart: Sections 1-2-3-4-5-6]

