

MINISTRY OF HOSPITALITY

GUIDELINES

Welcome to the Ministry of Hospitality! The Eucharist celebration constitutes the very life of the Church, for the Lord said; "I am the bread of life. No one who comes to me shall ever be hungry; no one who believes in me shall ever thirst." (John 6:35) "The LITURGY is the SUMMIT towards which the activity of the Church is directed; at the same time it is the FONT from which all power flows." (Constitution on the Sacred Liturgy - Documents of Vatican II) Your role as the first person to welcome the faithful into the community is an integral part of the liturgy.

We are called to serve one another as members of the parish community. We are challenged by the example of Jesus to reach out in loving service to others, offering hospitality and welcome to the community at large. Strengthened by our prayer together, we are empowered to make our faith present in our daily lives.

This handout is designed to assist you in your participation in the Liturgical Ministry of Welcoming, Greeter, and Usher – more commonly known as Hospitality Minister – at St. Teresa of Avila Catholic Student Center. Your willingness to serve as Hospitality Minister reflects not only your response to your Baptismal call to serve the people of God, but a commitment to Christ. You are the first person a guest or current member meets when entering the body of the church; therefore, you provide a very important service by setting a welcoming environment for our community. You recognize the Body of Christ in those who pass through our doors, and ultimately you act as the Body of Christ by fully participating in the life of the parish and the wider community. Your willingness to commit to a schedule and to prepare properly for your service further reflects that commitment. God bless your efforts!

What is Hospitality?

Perhaps the best way to answer that question is to say that it defies a simple answer that fully describes it. Suffice it to say that we know it when we see it or experience it, especially as it relates to a parish whose members are warm and welcoming...or not! Hospitality is an attitude on the part of people that permeates an environment where people reach beyond themselves. They make room in their hearts and lives for the stranger. The word stranger has many meanings from the newcomer to the marginalized, the alienated and anyone who feels unwelcome. At times in our lives we are all that "stranger" experiencing such feelings. How comforting it is when another human being reaches out in love. Hospitality is experienced in that expression of love and acceptance.

In the Farewell Discourse in John's Gospel, Jesus states it simply, "Love one another as I have loved you" (Jn 13:34). That was/is a command and not a suggestion. Jesus goes on to say "By this love you have for one another everyone will know that you are my disciples." (Jn 13:35) Without a spirit of welcoming in the parish, the stranger remains a stranger and will seek hospitality elsewhere. The early Church community seemed to get it. An early Father of the Church, Tertullian, attributed to the heathens the words, "See how these Christians love one another." If it can't happen in our parishes, if people can't say, "See how those parishioners of (parish name) love one another," have we really heard the message of Jesus? Will the parish be attractive to the stranger?

A welcoming community is the heart of a hospitable and evangelizing parish. If and when hospitality is authentic, dynamic and vibrant in our parishes, the Body of Christ is served, Jesus' message of salvation is intensified and the mission of the Church is furthered. Without a hospitable climate the parish will become like the proverbial salt that has lost its savor!

MINISTRY OF HOSPITALITY

Qualities

The ministry of hospitality is crucial because it is so visible in the Church. Certainly the attitude, conduct and even the appearance of the minister of hospitality directly affects, either positively or negatively, the experience of the faithful at Mass.

Those who desire to serve as minister of hospitality should be active and faithful members of St. Teresa of Avila Catholic Student Center. They should be people of faith and prayer, of godly character and reputation, with a deep devotion to the Eucharist and to the faithful who enter the doors. Respect for others, discretion and appropriate decorum are the hallmarks of a minister of hospitality. Above all, ministers should be noted for their care to the assembly. These qualities are found in a mature Christian – qualities that transcend chronological age.

Furthermore, the minister should be comfortable meeting and greeting others, especially persons who are different, on the margins, other-abled, and so on. They must always extend a sense of welcome to others and make them feel at home. Such qualities are a blessing, especially to the stranger in our midst. Pope Francis says in his Apostolic Exhortation, *Evangelii Gaudium*: “The Church must be a place of mercy freely given, where everyone can feel welcomed, loved, forgiven and encouraged to live the good life of the Gospel.” This mercy extended is a result of our relationship with Christ. “An evangelizing community knows that the Lord has taken the initiative, he has loved us first (cf. 1 Jn 4:19), and therefore we can move forward, boldly take the initiative, go out to others, seek those who have fallen away, stand at the crossroads and welcome the outcast.”

Finally, all liturgical ministers should have a willingness to engage in ongoing formation. The more we learn about our faith and particularly the liturgy, as well as engage in formational activities with each other, the more we transform into the best ministers for Christ that we can be.

Desired Spiritual Gifts

- Hospitality
- Encouragement
- Discernment
- Shepherding
- Evangelism

OVERVIEW OF DUTIES

Hospitality Ministers are the first persons that people encounter when they come to meet Jesus in the Eucharistic celebration.

Saint T's members and first time visitors are all called to community at the table and should be welcomed and invited to the banquet. Your job is to make people feel welcome, wanted, valued and special. You will also provide logistical services that allow the Mass to run smoothly. You will welcome people into church and escort them to seating if necessary. During the service you take up the collection(s). You will assist the Sacristan in directing the flow of traffic during Communion. When mass is over, you will hand out bulletins and bid the community farewell.

MINISTRY OF HOSPITALITY

Preparation:

- **Dress:** As a minister of hospitality, your ministry makes a statement about who we are as the Body of Christ. Serving with respect and dignity is essential for everyone. In this light, when you are scheduled to serve as hospitality minister at Mass, please use good judgment in your selection of attire. Please do not dress in gym shorts, inappropriate t-shirts, and the like. You are assuming a leadership position within the community; you want to present a message of reverence and welcoming.
- On the day you are assigned to serve as a Hospitality Minister, please develop the habit of taking time to prepare for your service with quiet prayer, and if possible, a reflective reading of Scripture (scripture of that day or any passage of your choice). You may also find a prayer that reminds you to see Christ in every person you meet. (See APPENDIX I for an example.)
- Make yourself aware of where various resources are located, such as the Reconciliation room (and times for reconciliation), the Word Among Us and other seasonal books, new parishioner registration forms, mass worship aids (for non-Catholic visitors), and the like. Also be aware of the various programs available such as Bible study, RCIA, GIFT, etc.
- Be familiar with the names of the items in the Church (see APPENDIX II).

Responsibilities

BEFORE MASS

- Check in by checking your name off the schedule which is located on the bulletin board by the sacristy **AT LEAST 20 MINUTES BEFORE MASS**. Get a name tag from the Sacristy and check with the Sacristan for any special instructions.
- Please select a seat for yourself near your entrance so that you may assist with any late comers with as little disruption as possible.
- Stand near your assigned entrance; make sure there are enough bulletins on the tables for community members to take after mass. **(Please do not hand out bulletins before mass; however, allow people to take one if they choose to.)**
- Meet and Greet each person or family who enters. Make your first word one of welcome. SMILE! Show how happy you are to see people enter the church. Welcome visitors and first-timers; try not to have lengthy conversations with people you know well at the expense of new people coming in the door.
- Introduce yourself to new members or visitors, and, if possible introduce them to someone else. Invite them to join the assembly; point out where the restrooms are.
- Assist those with difficulties with seating if necessary, such as those with special needs, the elderly and young families. Take note of anyone who may need to have communion brought to them. Ask if you are unsure. Be aware of where they sit, and, if possible, invite them to sit toward front or on an aisle.
- When mass is crowded and extra assistance with seating is necessary, make every effort to locate open seating. It may be necessary to ask someone to either move in, or to step out for a moment so all seating can be utilized. Our goal is to have everyone in a seat in the body of the church, and to keep families together.

MINISTRY OF HOSPITALITY

- DO get up to help those who come late, especially families with small children, as they are probably already stressed from getting the family out the door!

DURING MASS

- Ministers of hospitality are part of the worshipping community. Every effort should be made to be a model of participation in the worship of the Church. As such, you are to participate fully in the music, responses, and prayers of the liturgy, except when your special duties may limit your ability to participate.
- Offertory – be ready to start the collection at offertory time (after the petitions). It is best to move to the back of the church in front of the offertory table during the creed to be ready. Each hospitality minister should take 3 collection baskets for each side, and proceed up the aisle on either side of the large middle section. Give a basket to pie section, one to the middle and one to the side. Assist with the passing so baskets get back to the center. Combine all baskets into one. Take the collection to the sacristy to put into the safe.
- Communion- All EM's will be taking communion to the sick (except the 2 on the choir side, who will start distribution to the altar servers and choir immediately). Locate persons in your area who need communion brought to them and make EM's aware. Note that there will be 3 pairs of communion ministers at the same time. The LaPorte Ave. hospitality minister should help the pair that goes to the South side and pie sections, the sacristan will help the priest and his minister with the middle sections, and the Lincolnway hospitality minister should help the pair that goes to the North side and pie sections. Let the sacristan know before communion of any sick in the middle sections.
- Start the procession for communion from the back side as soon as the EM's on your side are back to the front and ready to distribute. The minister on the Lincolnway side should wait for the choir to be back before starting the line. Start with those sitting by the wall, then bring up the large side section. The Sacristan will take care of the middle aisles. The pie sections go up the middle aisle after the back walls.
- Awareness – during the liturgy, be aware of any issues or problems. If the lector or homily is difficult to hear, notify the choir to raise the level of the microphone. If someone has a coughing fit, get him or her some water or show him/her to the drinking fountain. If someone is sniffing, grab a tissue out of the community room. If parents are having difficulty with children, give a smile and ask if you can help. If someone gets up and needs assistance getting to the restroom, lend a hand. Hospitality is contagious – over time, the entire community will follow your lead.
- During the announcements, go to your exit door and have a stack of bulletins in your hand to distribute to people as they leave. Be sure to bid farewell and wish people well. Thank them for coming and express your desire to see them again next week.

AFTER MASS

- Help straighten books and chairs and place mass guides inside one of the books. Pick up any garbage or papers left on the floor. Notify the priest, deacon, or sacristan of any stains or broken furniture.
- If any clothing or personal items are left behind, they should be placed in the Lost and Found.

MINISTRY OF HOSPITALITY

Other Notes

- Schedules are emailed out 3 times each year as indicated below:

<u>SCHEDULE RANGE</u>	<u>SCHEDULE PREP DEADLINE</u>
October – January	End of August
February – May	End of December
June – September	End of April

Ministers should notify Christine Harsh (the ministry scheduler) by the schedule prep deadline if they will be out of town for a period of time or if they will be unable to serve at a particular liturgy each week.

- Be sure to mark the dates and times on your personal calendar as soon as you receive the schedule, and, if necessary, on the family calendar. Schedules will also be available on the Saint T's website on the Liturgical Ministries Schedules tab: <http://saintt.com/schedules.asp>
- If you know right away that you cannot serve for one or more times that you are scheduled, find your substitute immediately. **You are responsible to find your own substitute.** Failure to do so indicates a lack of commitment to the ministry. The best way to find a sub is to email the entire hospitality minister list. When you get a substitute, let Christine Harsh know of the schedule change (unless the weekly email reminder has already been sent by Christine).

Ongoing Formation

- Committing oneself to ongoing faith and ministry formation is essential in being an effective minister, regardless of the ministry. Attend workshops, classes, retreats, and small faith sharing groups to help you grow in your own faith.
- Your participation in the liturgy should be whole and complete, paying respectful attention to the proclamation of the Word, joining in the singing, offering the peace greeting, etc.
- Consider taking a course on basic first aid or CPR.

Responding to the Call to Ministry by All Baptized Persons

Jesus invites all of his followers into ministry. Discernment of that ministry by way of self-examination, conversation, and guided reflection, is a lifelong process of following God's call, whether that ministry takes the shape of lay or ordained ministry. This process of discernment is carried out through individual prayer and study, with family and friends, and with a community of faith.

The discernment process is as much about asking questions as it is about seeking answers. It is important for individuals and the community to take the time to be still and listen, to ask questions of each other and of the church, to discover more fully the holy mystery of life in Jesus Christ. Individuals and the community are invited to enter into this journey prayerfully and with open hearts. As a leader, be sure to extend an invitation to others to join in ministry, having a sincere desire to provide as much faithful guidance and encouragement that you can along the way.

At the Last Supper Jesus Himself provided the example of hospitality as service when he washed the feet of the Apostles. When you offer your service as an usher and/or greeter, you are responding to Christ's example. View your ministry as an act of prayer, an attempt to witness to the living Christ. In so doing you will begin to see the face of Christ in the faces of those whom you serve.

Thank you for making a commitment to this ministry!

APPENDIX I

Prayer for a Hospitality Minister

Welcoming and gracious God,
whose love and compassion are boundless,
place in me a desire
to greet each person I meet
with the same love, compassion, and respect
I would show to you.
Help me to see your face
in every person,
and to serve your people
with dignity and care.
Bless me as I seek to love as you loved,
and serve as you served.
I pray this through Jesus Christ, our Lord.
Amen

APPENDIX II

Ablution Cup/ Lavabo Bowl - covered dish of water on the side of the tabernacle which is used by the priest, deacon or extraordinary ministers of the Eucharist to wash their fingers after distributing Communion.

Acolytes' Candles - These two candles are carried either side of the cross in the entrance procession. In some churches, they are used to flank the Gospel when it is proclaimed.

Alb – The full white garment worn by the priest, deacon, and in some cases the altar servers. The alb is symbolic of Baptism. The name comes from the Latin word, 'albus', and meaning white. The rope tied around the waist is called a cincture.

Altar - The place where the Eucharistic Sacrifice takes place. The altar is sacred and often contains relics of the saints.

Ambo is the stand at which the Word of God is read from the lectionary. The homily is usually delivered from the ambo also.

Ambry The where the sacred oils are kept. There are three kinds of sacred oils.

Aspergillum - The holy water sprinkler.

Baptismal Font - This is a pool or vessel of water in which people are baptized. It reminds us of our baptism, when we were washed clean of sin and became a member of God's family.

Blessed Sacrament This looks like bread and wine, but is really the Body and Blood of Jesus.

Book of Gospels - Contains all the Gospel readings for the Church's year. It is brought to the lectern during the Gospel acclamation. It may be carried into church as part of the entrance procession by the Deacon or a lector before the celebration begins.

Bowl and towel – The server pours water over the hands of the presider.

Cassock - A long tunic-like garment which reaches from the neck to the heels and is worn by some servers and clergy.

Chalice - A cup of precious metal that holds the wine which becomes the Blood of Jesus after the consecration. All chalices should be placed in their places after Mass. If the chalices were left unpurified by the priest or deacon for some reason, they should be left out on the presentation table for purification by the priest or deacon. Never put an unpurified chalice away.

Chalice Veil (peplum) - A cloth covering used to hide the chalice and paten up to the offertory and after Communion. It is selected by the liturgical color for the service.

Reconciliation Room - Here we meet with the priest to confess our sins and, through the Sacrament of Reconciliation or Penance, receive God's forgiveness in the prayer of absolution.

Chasuble – The green, white, red, or purple vestment the priest wears over the alb during Mass.

Ciborium - A large cup or container of precious metal with a cover of the same material which will hold the Body of Jesus after the consecration for distribution of Holy Communion to the faithful. This is also the vessel kept in the Tabernacle containing the Blessed Sacrament.

Cincture - A rope belt that is tied around the waist.

APPENDIX II

Communion Cups – The gold cups that the congregation drinks from when they receive the Eucharistic wine at mass.

Consecration That time in the Mass when Jesus (through the priest) changes the Bread into the Body and Blood of Jesus by saying, "this is my Body, which will be given up for you." And the words "this is the cup of my blood," changing wine into the Body and Blood of Jesus. From that moment on, Bread and Wine are no longer on the altar, only the Body and Blood of Jesus.

Corporal - A white linen cloth, usually with a cross in the center, used to protect any particles of the Precious Body and Blood of Jesus from falling to the altar cloth. It is always folded and unfolded so as to protect any particles from being lost. The corporal is like the body winding sheet used to hold the crucified body of Our Lord in the tomb. Its name comes from the Latin word 'corpus' meaning a 'body'.

Credence table - The little wooden side table up near the altar on which all the things that are necessary for the Mass (cruets, chalices and ciborium, etc.) are placed.

Crozier - Carried by a Bishop. Looks like a shepherd's crook and reminds us that the Bishop is chief shepherd of the flock of Christ in any given area.

Crucifix - A cross on which is the figure of Jesus.

Cruet - Small jug that contains water or wine for the Mass.

Easter Candle (Also called the Paschal Candle) The large, richly decorated candle that is placed next to the ambo (pulpit) during the Easter Season or the Baptismal font during Ordinary Time. It is also displayed and lit at weddings, funerals, and baptisms.

Eucharist This can be another name for the Mass, or can refer to the Body and Blood of Jesus.

Flagon A flagon is a vessel (sometimes glass, sometimes metal) for carrying liquids, similar to a pitcher. During the mass, along with the large ciborium, it is used to carry water and wine during the Offertory, the presentation of the Gifts.

Genuflect – Go down on one knee, (usually the right knee) out of respect for the Blessed Sacrament.

Holy Chrism ("Sanctum Chrisma") or "Oil of Gladness," which is olive oil mixed with a small amount of balm or balsam. It is used in Confirmation, Baptism, and in the consecration of a Bishop.

Hosts The round flat pieces of bread used in the Mass which become the Body and Blood of Christ that we receive in Holy Communion.

Humeral veil - A long rectangular garment, held by a clasp at the front, worn by a priest or deacon when carrying a Ciborium or Monstrance containing the Blessed Sacrament.

Incense - A substance that gives off clouds of sweet smelling smoke when sprinkled onto burning charcoal.

APPENDIX II

Incense Boat - So called because it is usually shaped like a boat, it contains the incense, which will be burned in the thurible.

Kneel Go down on two knees and remain there.

Lavabo Bowl and Towel - At the preparation of the gifts the priest washes his hands to signify the cleansing of the sins of those gathered and to prepare himself for what he is about to do.

Lectionary - A book containing all the scripture readings for Mass. It is placed on the ambo before Mass begins. The Lectionary is based on a three year cycle. Year A: Matthew Year B: Mark Year C: Luke

Lunette - A crescent-shaped clip made of gold or of silver-gilt, which is used for holding the Host in an upright position when, exposed in the monstrance.

Mensa Also called altar slab, altar stone.

Mitre - A tall pointed hat in two pieces as worn by a Bishop. It reminds us of the tongues of fire that seemed to light upon the apostles on the first day of Pentecost.

Monstrance - A metal container on a stand. It is used at expositions and benedictions of the Blessed Sacrament. It may be plain or very elaborate, but it always has a little glass window through which you can see the host.

Oil of Catechumens ("Oleum Catechumenorum") used in Baptism along with water, in the consecration of churches, in the blessing of Altars, in the ordination of priests.

Oil of the Sick ("Oleum Infirmorum"), which is used in the sacrament of anointing of the sick

Pall - A square piece of cardboard or plastic which is covered by linen and used to cover the chalice. It is also the name of the long white cloth placed over a coffin at a funeral.

Pascal Candle - This speaks of our Lord's resurrection from the dead. During the Easter season this paschal candle has its place in the sanctuary. Thereafter it is placed next to the font for use during baptisms, weddings, and funerals.

Paten The round plate on which the priests' host is placed. It always goes with the chalice. It could also refer to the round plates with wooden handles used when the Bishop is here

Presider's Chair is the chair on the right side of the sanctuary that the priest uses to sit on when he presides (leads) at Mass during the Liturgy of the Word and the concluding prayers of the Mass.

Processional Cross - This is carried into church at the head of a procession, as a sign of our faith, and is the basic symbol of Christianity. It reminds us that Jesus died for us.

Purificator - A linen cloth used by the priest or deacon to dry the chalice after washing and purifying it. Used purificators must always be placed in the proper container for sacred cloths. One is placed over the chalice and under the paten.

Pyx - A small metal container, used to take Holy Communion to the sick and Housebound.

APPENDIX II

Sacramentary - A red book that contains all of the mass prayers that the priest uses at his chair and at the altar. Also referred to as the **Roman Missal** or just **Missal**.

Sacrarium (piscina) - A sink with its drain going directly into the ground usually fitted with a cover and lock which is used for the disposal of the following: The sacred linen wash and rinse water, used holy water, used baptismal water and blessed ashes. No other use is permitted.

Sacristy - The room where the clergy and servers prepare themselves for the service.

Sanctuary - The center, raised area of the Church where the altar, ambo, and priest's and deacon's chairs are located. The Bishop's chair called the cathedra is also located in the sanctuary. A predella is the platform or step on which an altar stands (predella It. = kneeling stool)

Sanctuary Lamp - The lamp that is kept burning on the sanctuary to show that the Blessed Sacrament is present.

Stations of the Cross - These depict, usually in fourteen stages, the journey of Jesus to Calvary, his crucifixion on the cross and his laying in the tomb.

Stole - This important vestment, worn around the neck, shows that the priest is celebrating one of the Sacraments. It also shows that the priest has the duty to preach the Word of God. The stole is also worn by deacons across his chest.

Stoup - The holy water fountains or bowls at the entrances of the church.

Surplice - A wide-sleeved linen worn over a cassock by clergy and altar servers in some parishes.

Tabernacle is the large, decorated box or safe in which the consecrated Eucharistic Bread is kept. It is located in the Blessed Sacrament Chapel, and also in the Sacristy.

Thurible The vessel in which the charcoal is burned. Incense is placed on the hot charcoal to make a pleasant fragrance. The device holding the incense is called the "boat."

LITURGICAL COLORS

Green - Worn during "Ordinary Time." Ordinary does not mean ordinary in the sense of common or normal. Ordinary means counting, as in the 15th Sunday in Ordinary Time.

Red - Worn on Passion (Palm) Sunday, Good Friday, Pentecost Sunday, and on the Feast Days of Martyrs including the Apostles and Evangelists.

Rose / Pink - Worn on the 3rd Sunday of Advent (Gaudete Sunday) and the 4th Sunday of Lent (Laetare Sunday).

Violet - Worn during Advent and Lent.

White - Worn during the Christmas, Easter seasons and celebrations of Mary, the Angels, Saints who were not martyrs, All Saints, Birth of John the Baptist, Chair of Peter, Conversion of Paul, St. John the Evangelist, and for Masses for the dead.