

# Kingdom Festival Protocol Dept

The mandate Protocol Department Purpose is to Exhibit Kingdom Excellence in protocol protocols, operations and department in Protocol

Protocol should be followed because "God is not the author of confusion, but of peace in the church. The Protocol department is the arm of the Church that keeps orderliness with in and out of the Church. The Protocol department is also an arm of the church saddled with the responsibility of providing a hospitable and conducive environment for visiting guests and Ministers (both locally and internationally) with the sole aim to make them feel at home outside their home. The Protocol team also caters for the well-being of the Festival hosts facilitate requested support to deliver God's message with no hindrance. In addition, the team provides support services such as flight booking, arranges comfortable hotel accommodation, transport services and warm reception upon arrival of the guest at the airport. On overall, the team ensures that Guest Ministers are well catered for within the framework of church provisions. Show hospitality to Strangers. The mood and appearance of the Protocol Members at all times must be of cheerfulness and gladness as the Protocol Members are representatives of the Festival. Protocol performs those acts of courtesy on behalf of leaders (e.g. proper public behavior towards a leader) All protocol officers must have thorough knowledge of accepted codes and courtesy and proper behavior toward leadership. The Protocol Members are like the 'Special Service' section of their particular area of focus is on the Pastorate and Guest Ministers. The impression which the Protocol Members make on guest ministers and the associates of the guest ministers will greatly affect their perception of the Church.

- 1) The protocol team together with Host and directorate come suggest the selection of a master of ceremony, a person of integrity, good communicator, courteous, authoritative, wise, administrator, and flexible, disciplined, well dressed who is updated with guest lists to appreciate and recognize them well.
- 2) Arrangement and an inventory of everything needed in the festival together with selection of furniture , seats depending with guest list and invitations in all the main event and summits
- 3) Work together with the host to understand the program and are involved in listing relevant VVIP, V.I.P Guests, for various events ( opening ceremony, closing ceremony and guests of other days) can be useful in follow-up of addressing cards and letters along with dispatching and confirmation of receiving of letter along with confirmation of attendance
- 4) They work in labeling the seats and seating arrangements workable programme and rehearsals done ( Entry and exit of bridal team etc) . How many VIPs are needed? are coming? Their seating place and accommodation.
- 5) They work with transport department on vehicles availed for various guests, schedules of arrival from airports, to hotels and other logistics
- 6) Protocol team in partnership with the host discuss the scope of invited on the same note receive invited guests who can be earlier identified or on spot with budes, VVIP, V.I.P Cards, Invitation letters and Vehicle passes with administration of gate entries numbering and maps of entry
- 7) In liason with transport team the Protocol team and department arranges both the international and local transportation guest per arrival and departure from airports, hotels and other domestic movements.
- 8) In liason with the host and head office arrange on flight details, V.I.P airport protocols depending on there level or other protocol transport logistics.
- 9) Prior to guest Minister's arrival, the team leases with relevant Airport Management services to provide a warm VIP reception and liason with security for arrangements of security
- 10) In liason with the hospitality and accommodation along with transport department confirm hotels booking in hotels or alternative accommodation arrangements with every detail of luggage clearing, books, Dvds, personal effects and also for there teams, families and associates.
- 11) Protocol team and accommodation ensure agreed bills are paid before to avoid embarrassment and frustration of guest in entry or exit of hotels in stalemates and hold ups also ensures that the guest is comfortably accommodated with all the relevant facilities provided.
- 12) In liason with catering departments provision of refreshments & Meals in hotels in the meetings accordingly It is advisable that the team prepares a menu list of main items available in the hotel prior to his / her arrival. The Protocol team coordinates with the guest Minister on his/her choice of menu (as applicable) and arranges catering services as required.
- 13) Guest's Arrival Hospitality in liason with administration package welcome pack\ helps formally introduces the festival profile to the guest as well as gives key information of guests.
- 14) The Protocol team is responsible for arrangement of escorts for guest Ministers throughout there stay in liason with security departments ensure security officers board in hotels where there many guest or maintain close

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## *Protocol Department*



contacts with hotels structure of security, hospitality and catering. The security includes escorts from airports, while shopping (if required). Information on available shopping malls and markets or suppliers should be availed through our procurements for various items especially kenya curios and antiques where we have many guests service providers can bring exhibition in event venues to avoid too much movements of guests to various markets for unique products.

- 15) In Partnership with Transport department arrange for processions and convoy in details of photography cars, lead cars, police escorts, guests as per protocol outlines use parking / dispatch of the utilized vehicles, details of agreed speed limits and remain in convoy always, compliance with comply with route plans excellent Journey management.
- 16) Guest entourage should also be taken care of in vehicles allocation with prior notification from guest team vs an actual check list with standby cars that can be engaged in short notice in airports etc
- 17) Organize Seating Etiquette and Precedence Seating is different at official formal events from the conventions at a social or purely private party. The host is seated at the Centre of the table and as a general principle, guests radiate out from the Centre of the table in order of precedence. Traditionally the principal guest's wife would be placed on the host's left, the host's wife being placed on the right of the principal guest. If wives are not present, the second most important guest would be placed on the host's left. It is now as likely for the host, or the principal guest, to be a woman, in which case the same basic principles may be applied, with any necessary adaptations employed to achieve the desired balance. Protocol helps in seating arrangements
- 18) Just as for all the workers and volunteers the dressing etiquette & Identification should have uniformity and taste for all workers in liason to branding and decoration teams along with uniform departments with their name tags while officiating to make identification easy for the guest.
- 19) Communication etiquettes on tone, privacy, written notes, mannerisms, should be observed and with reference with hieratical order with protocols.
- 20) Communication devices should be well used and phone/ call management at it best along with sign languages and signals refined well.
- 21) Strong discipline in puntuality irrespective of weather and traffic jams must be adhered to especially in picking guest from airports or hotels no guest should be kept waiting because of lateness of transport and protocol or security team being also late for any reason. Incase of vehicle mechanical challenges or other logistics prior communication should be made earlier to review logistics plans.
- 22) The transport and protocol master plans with team members and their number must be circulated accordingly for easy response and communication.
- 23) The protocol and ushering team are the first face of festival must be well informed about the program of festival, sessions, summits, workshops, masterplan of the entire site to guide delegate or stranger on where to be at what time. This is also for other workers in the Festival
- 24) The protocol team must be contious that they are in ministry and has the opportunity to impact the lives of new and existing delegates in the Festival and should be viewed as an extension of the hosts hand providing the first impressions of vision, mission and core values of the Festival bringing out a true reflection of how friendly and loving the Festival really is.
- 25) Protocol and Ushers set the spiritual climate of the Festival services, sessions by presenting a joyful attitude, make others feel welcome and comfortable, and make sure that everything is flowing in a proper order so that everyone is free to worship without interruption.
- 26) Protocol and Ushers jointly work together to Assist in the seating of delegates, speakers and guests in various designation.
- 27) Protocol and Ushers jointly work together to Provide care for the needs of the delegates and ministers during the service.
- 28) Protocol and Ushers jointly work together to attend to the needs of the speakers or guests.
- 29) Protocol and Ushers jointly work together to maintain the decorum of the service, according to our Festival tradition.
- 30) Protocol and Ushers jointly work together to watch for the safety of the congregation and acting as the line of first response to medical emergencies checking together with security, compliance on crowd management, facility safety, no sharp object to harm delegate, clean environment of floors and seats working together with mainataince departments
- 31) Protocol and Ushers jointly work together to Collect and perhaps counting the offering, charity gifts and donations dispermets of the same to orphans, elderly, PWDs in our festival in disgnated areas.
- 32) Protocol and Ushers jointly work together to attend to altar ministry or response ministry as people respond to the sermon's invitation safety, order, management of children, vurnerable, guarding ministers at that point where there is a sense of disorder

- 33) Protocol, Ushers and security jointly work together to make sure that no harm befalls on speakers and leaders along with all delegates during the festival sessions, workshops, meals, transport of delegates, registration.
- 34) Protocol, Ushers, Security and parking stewards jointly work together to make sure that all vehicles to delegates, speakers and visitors are parked properly in order to avoid congestion, accidents and thefts in the car park within the compounds also outside.
- 35) Protocol and Ushers jointly work together to oversee order and movement within and around the festival premises during services and meetings
- 36) Protocol and Ushers jointly work together to Manning the Festival entrances, exits, auditoriums, tents and main stadium facilities.
- 37) Protocol and Ushers jointly work together to Identifying visiting ministers, special guests, delegate and listening to their positions even if you don't know them well.
- 38) Protocol and Ushers jointly work together to offer Logistics and formalities during special programs eg giving out envelopes, papers, caring for people who are slain by the power of God, handle deliverance together with counsellors
- 39) Protocol and Ushers jointly work together to create a friendly and welcoming atmosphere during festival meetings welcoming worshippers, usher them to their seats, show kindness and care to those in need of physical support
- 40) Protocol and Ushers jointly work together to ensure orderliness during church meetings and distribution of festival materials such as leaflets, program of meetings and handbills etc.
- 41) Protocol, Ushers and security jointly work together to develop and maintain rules and procedures relating to protocol services, including the implementation of the Host Agreement on facilities maintenance to avoid losses, theft and breakages.
- 42) Protocol, Ushers and security jointly work together to continuously keep festival staff informed of the rules and protocol procedures.
- 43) Protocol, Ushers and security jointly work together to initiate congratulatory messages to staff, speakers, volunteers, workers as appropriate before and after the festivals.
- 44) Protocol, Ushers and security jointly work together to provide protocol services as appropriate to the delegates of the Festival and the entire staff of Festival and organization units.
- 45) Protocol, Ushers and security jointly work together to ensure the appropriate conduct of ceremonies and functions handling with dignity disruptors, drunkards, people who are lost, provide private counseling and correction of misconducts in reflection that everyone is variable and a potential soul.
- 46) Protocol, Ushers and security jointly work together to work together with delegates registration to ensure all delegates are registered through coupons and registration gift packs are well given out along with ensuring delegates have badges.
- 47) Protocol, Ushers and security jointly work together with security to process delegates through security checks for exit and entry in all entrances.
- 48) Protocol, Ushers and security jointly work together to maintain the all inventories and facilities are clean and orderly presented including flags, roll up banners, tear drop banners, ground banners etc inside the festival premises and in the compound.
- 49) Protocol, Ushers and security jointly work together are custodians of etiquette in the Festival they make sure that Festival is administered in accordance with the Kingdom Festival norms.
- 50) Protocol, Ushers and security jointly work together ensuring every delegate who needs ministrations is referred to pastors and bishops ministerial / counseling tent etc.
- 51) Protocol, Ushers and security jointly work together as an information source for the festival and don't despise anyone.
- 52) Protocol, Ushers and security jointly work together are charged with greeting and welcoming people, the welfare unit, which is in charge of looking after the pastor and visiting ministers, and the transport unit, which is in charge of conveying visiting preachers who will be preaching at any gathering, etc
- 53) Protocol, Ushers and security jointly work together to man the front desk duties starting at the entrance to delegate well the workers with check list and designations of who welcomes your guest? How your guests are welcome? Who directs your guests (even at the parking lot)? Are the delegates safe? Are there belongings and vehicles safe? Finers policies of car passes and coupons, workers luggage storage rooms etc should be well administered and secured.
- 54) Protocol, Ushers and security jointly work together serve as an administrative assistance help in manning Festival Centers, scheduling appointments for further pastoral follow up, planning for meetings, preparing logistics and handling other business essentials that in our Festival on bursaries, Orphans and vulnerable children support, Jobs application in our agencies etc
- 55) Protocol, Ushers and security working with transport department jointly work together to confidentially deliver gifts , donations, offerings to appropriate locations without a compromise or conspiracy

- 56) Protocol, Ushers and security jointly work together with all the workers of the Festival to be eyes, ears, hands of the festival providing oversight and excellence in all aspects of service and event management to give regular evaluation/ feedback to the Quality Assurance, Monitoring and Evaluation Compliance Dept to improve on hourly, daily performance towards excellence.

### **Qualifications of Our Kingdom Festival Protocol**

- 57) Protocol in Festival aren't just door holders and plate -passers. They serve in a spiritual role and therefore should exhibit some spiritual characteristics. The qualifications of protocol are same as for church workers and follow similar ethics that they should have include. The fruit of the spirit found in Galatians 5 is a solid guideline for a good usher. This is not about perfection, but a heartfelt motive and desire to live a life of a spirit-filled believer.
- 58) Intellectual Competence: This role is normally occupied by individuals who have completed particular courses and training, read protocol books, studied etiquette rules, served in such in churches, work place and learned church roles.
- 59) Relational Competence: This is a skill that enables the protocol officer to deal with complex situations, and difficult people, and be able to listen and understand other people (Romans 12:18). To sum it up, skills such as honesty, truthfulness, trustworthiness, patience, empathy and understanding, reliability and dependability, influence and persuasiveness are relational competences to be built by a church protocol officer.
- 60) Core values of diligence, servanthood, Honesty, Integrity, Patience, Accountability, Team Work, Humility, Compassion, Godliness and spirituality a spirit filled life to minister deliverance use gifts of revelation to discern and test every spirit.
- 61) Love – In I Corinthians 13:13 the apostle Paul says, of faith, hope and love, that love is the greatest of these things. If you choose to genuinely love the people you serve as an usher, God will bless your actions.
- 62) Joy – Take God seriously, but don't take yourself too seriously. Lighten up and enjoy the moment. Your spirit will be contagious to others. If you are cold, aloof, and don't smile (basically, if you are a grumpy usher) you will discourage others around you.
- 63) Peace – You can add peace, calm, and order to what might otherwise be an overwhelming and hectic experience.
- 64) Patience – This is a great quality of a good usher. Most of us are impatient by nature. Many of the people will have waited in line to park, waited in line to drop their kids off, and waited in line for coffee. Their patience will be running thin. You can set a good example with your patience toward them.
- 65) Kindness – This is the attitude that makes you approachable as an usher. Going the extra mile can make all the difference in the world! Be imaginative. Think of all the ways you could show kindness to someone as they come to worship.
- 66) Goodness – The inner quality of goodness is a gift that results from the Holy Spirit's power working within us. This state of being will naturally spill over into your service and bring an intangible but powerful presence into the worship experience.
- 67) Faithfulness – Faithfulness as a Christian bleeds over into your faithfulness as an usher. Showing up, being responsible and doing your ministry well matters to everyone. It matters to God, and it matters to all those who call your church home.
- 68) Gentleness – A mature usher never throws around his or her authority. The best usher is a humble one who seeks to put others first no matter how much pressure may be present in the moment.
- 69) Self-Control – It is impossible to control a large crowd if we cannot control ourselves. In calm moments self-control is easy, it's under the pressure of hectic moments and last minute changes that your grace and self-control will shine.
- 70) Good communication skills- Courtesy, respectful, good and keen listener, polite, wise in choice of words
- 71) High level of confidence- In presentation, in talk, in decision, in action.
- 72) Manage their time well- punctuality to duty arriving before time and preparing well for task.
- 73) Good in multitasking- Can serve, look, listen, watch, observe, see many things happening at the same time.
- 74) High level of patience- To listen, to wait for people to be organized to register, to pack, to move, to be delivered, to talk etc
- 75) Neat and tidy (well groomed)- Cleanliness, ironed uniforms, perfumes smell well, maintain discipline of uniforms schedule
- 76) Act and walk properly- exhibit high personality in walk and work
- 77) Manage to understand everything fast- Receiving instructions well and accurately submissive to authorities
- 78) Diligent and Long Suffering- Ability to endure hardship, paying the price, persevere and work hard
- 79) Wisdom- Doing this right way, right time and place including solving problems, covering shame of delegate or worker.

- 80) Integrity and honest- Whistle blower of evil doers or workers, exposing thieves and rebellion
- 81) Good team player- relationship with his fellow workers becomes exemplary, desire to develop and enhance team spirit among the.
- 82) Availability and faithfulness attend training and service regularly.
- 83) LOVING – John 13:35 1 Peter 1:22 An attitude of love is the mark of a true follower of Christ (John 13:35) and should be the outstanding characteristic of Christian leaders and degree to which a loving attitude is prevalent in their lives by reference to God's description of love in 1 Corinthians, chapter 13. Some of the virtues associated with love are kindness, patience, forgiveness, perseverance, generosity, contentment and self-control.
- 84) HUMBLE – Philippians 2:3-8 James 4:6-10 Humility is another hallmark of a mature Christian. Workers should acknowledge their total dependence on the Lord and be in submission to His will. It is perhaps easier to assess humility by checking for the opposite attitude of pride, which displays itself in our interaction with others as arrogance, an unwillingness to admit faults, non-acceptance of criticism and failure to fully acknowledge the contribution of others in any team successes.
- 85) MERCIFUL – Matthew 18:21-35 Luke 6:36 None of us could survive without God's mercy being extended to us, and this should motivate us to have a merciful attitude towards others. We must fulfil our responsibilities to administer justice and address wrongful behaviour. But when we do, we should temper our judgment with mercy, and refrain from exacting the maximum admissible penalty for an offence if a fair, but less painful, ruling can be made.
- 86) GRACE-FILLED – 2 Corinthians 8:7-9 1 Peter 3:8,9; 4:10 God not only shows us mercy, but favour and blessing which are likewise undeserved. We should cultivate this same attitude, seeking to be instruments of God's grace to enrich the lives of others, irrespective of merit, as we have opportunity to do so. God's grace to us is free, but also immeasurably costly, and we need to realise that our outworking of a grace-filled attitude will cost us in time and resources.
- 87) TEACHABLE – Proverbs 1:5; 18:15 Colossians 3:16 Good workers recognise that there are always others who possess more wisdom, learning or experience than themselves, and a teachable spirit will enable them to access and utilise such knowledge. Those who are most teachable will be marked by their willingness to listen more than they speak and a commitment to search for wisdom and openness to consider opinions different to those they currently hold.
- 88) ACCOUNTABLE – Romans 14:12 Hebrews 3:13 Ultimately we are accountable to God for our actions and words, but He has also made us accountable to each other so that we can correct, encourage and challenge one another. Those who are unwilling to submit their lives to the inspection of their peers or who refuse needed correction are destined for trouble. Whereas those with a heart to live accountably with fellow Christians reap the benefits which will help safeguard their ministry effectiveness.
- 89) RESPECTFUL – 1 Peter 2:17 Romans 12:10 The Lord encourages us to "Show proper respect to everyone" and "Honour one another above yourselves." A respectful attitude should characterise all Christians, and especially those exercising leadership. The temptation to feel superior to others because of status or God-given abilities must be strongly resisted. Recognising every individual as a person for whom Christ died, will help us to give due respect to others. Particular respect should be shown to those deserving of special honour or recognition, such as the elderly and godly leaders.
- 90) SUBMISSIVE – 1 Peter 2:13,14 1 Thessalonians 5:12,13 Evidence of our submission before God is shown by our willingness to submit to godly leadership and our acceptance of God-ordained discipline, a submissive attitude entails a willingness to accept the movement's major directives and requirements, unless a contrary response can be justified on the grounds of Scripture.
- 91) SERVANT-LEADERSHIP – Mark 10:35-37 1 Peter 5:2,3 Mature Christian leaders should see themselves as serving the Body of Christ, as opposed to using their position to have others serve them. The attitude of servant leadership is best exemplified by Jesus, and perhaps illustrated most dramatically when He washed the disciples' feet on the eve of His death. Pastors do well when they seek to cultivate this attitude.
- 92) Moral Uprightness in relations and marriage- (Titus 1:6; 1 Tim 3:2).
- 93) A faithful steward (Titus 1:7). Here the term used is overseer (Greek episkopos). It is not another office, but a functional title of the elder. It is what he does. He is a steward, a manager of God's resources and Jesus' flock. He takes responsibility, but not ownership.
- 94) Be humble — not arrogant (Titus 1:7). constantly demonstrate the gospel by admitting when he is wrong and assuming responsibility and restoring relationships.
- 95) Be gentle — not quick-tempered (Titus 1:7; 1 Tim 3:3). No man will be of any use in the kingdom that is quick-tempered. The difference between how Jesus demonstrated anger is that He was angry at the abuse of others in the name of religion and the dishonoring of God. We get angry at how it affects us.

- 96) Not a drunkard (Titus 1:7; 1 Tim 3:3). This is not just overindulgence in alcohol but is idiomatic for any behavior that fuels addictive responses.
- 97) Be peaceful — not violent (Titus 1:7; 1 Tim 3:3). not to inflict violence through his words. He is to be a peacemaker.
- 98) Financial integrity — not greedy for gain (Titus 1:7; 1 Tim 3:3; 1 Peter 5:3). be upright in his financial dealings and not accused of pursuing money over the kingdom of God.
- 99) Be hospitable (Titus 1:8; 1 Tim 3:2). to be open for others to enjoy and receives people well including strangers.
- 100) Lover of good (Titus 1:8). genuinely loves what is good. He does not just think he should love it.
- 101) Carries good reports and clean hearts - Philippians 4.8 Whatever is lovely, pure, praiseworthy, truthful.
- 102) Self-controlled (Titus 1:8; 1 Tim 3:2). Self-control is a characterization of every area of life: diet, time, mouth, exercise, relationships, sex, and money.
- 103) Be upright (Titus 1:8). He has integrity in his relationships and in how he treats others.
- 104) Be holy (Titus 1:8). His life is devoted wholeheartedly to Jesus externally and internally.
- 105) Be able to teach (Titus 1:9; 1 Tim 3:2). A good communicator all of the other qualifications are character qualities. This is the only ability-based requirement. He is to be able to teach sound doctrine, not just be able to communicate in an excellent manner. His teaching can be to one or two, to twenty, to a hundred or to a thousand. Most of the churches in Crete were house churches. The elders were to defend the faith once delivered to the saints against the numerous false teachers that arose.
- 106) Spiritually maturity (1 Tim 3:6). Six months at least Positions of authority without spiritual maturity lead to the trap of pride. When pride grows in a man, sin abounds.
- 107) Be respectable (1 Tim 3:7). That does not mean that everyone must like him or even appreciate him. It means that there is no credible witness to an ongoing sinful behavior.
- 108) Example to the flock (1 Peter 5:3). Elders are examples of biblical expressions sexually, time management, marriage, parenting, worship, relationships and any other way.
- 109) Constantly Friendliness is a very important characteristic of a good kingdom Worker.
- 110) Flexibility- can change from one thought pattern to the next easily with sensible evaluation
- 111) Prayerful. - Can pray for at least 1 hour to commit the work, festival to God.
- 112) Enjoys and care about people- With the heart of a good Samaritan who can sacrifice and give his service to people
- 113) You possess a servant's heart - Has the joy of serving others – greatest is the servant.
- 114) You are committed to the vision of Festival and passionate about the unity of the body of Christ. .
- 115) You are supportive of the leadership at your church.
- 116) Ushers must observe proper personal hygiene as control/elimination of bad breath and body odor.
- 117) Ushers should not chew gum or any other way call attention to themselves.
- 118) Ushers should wear their uniforms or the designated attires. Always wear usher's name badges when on duty.
- 119) Be courteous and tactful at all times. Never react to discourtesy or rebuff, instead act in Christian love.
- 120) Avoid favoritism or partiality to anyone.
- 121) Always straighten out any misunderstanding that might arise in the performance of duties.
- 122) Notify the pastor of the presence of an important person.
- 123) Keep children quiet, they are not to walk or run around during service. Request the parents to take crying or loud children out. Reserve seats for parents with infants/ toddlers and elderly.
- 124) Know the plan of action in case of emergency or contingency, such as overflow crowd or sudden outburst of emotion. Ushers assigned in the evening fellowship or night vigil must always carry a flashlight.
- 125) Be alert in spotting intruders particularly pickpockets who may be posing as worshippers.
- 126) Be ready to serve Holy Communion elements and be familiar with the proper procedures of serving the elements.
- 127) Be ready to assist those who are assigned at the pulpit or persons rendering special performance offering.
- 128) Be alert for opportunities to witness and share the Good News.
- 129) Be alert and sensitive to the leading of the Holy Spirit.
- 130) Always display a warm, be served, sincere smile.
- 131) Don't be a bone crusher. Use a firm, not crushing handshake.
- 132) Learn the names of the people you greet.
- 133) Refrain from loud whispering.
- 134) Listen to the person in charge of the service for instructions.

- 135) Be a giver both service and substance to God along with gifts to the needy it is good for delegates to see workers giving also.
- 136) Worship but be attentive.
- 137) Be firm not tough.
- 138) Be consistent – culture.
- 139) Develop effective people skills.
- 140) Always keep the ushers desk active.
- 141) Have a close relationship with God. Seek to be anointed as the usher is the first contact of the people. Pray, fast and meet regularly. This is one step closer to getting to the Lord.
- 142) Dress appropriately for ushering. Be professional, but comfortable.
- 143) Remember you are on the “front line”. Therefore, you will be one of the first impressions of this ministry. Warmly welcome guests and regular attendees.
- 144) Be a team player. Always be willing to work with others. Know how to find a replacement if you’re not able to usher when scheduled. Advise your chief usher if you need to do this. Cover for your fellow usher when needed.
- 145) Provide a conducive environment. Environmental, Health, Safety and Security.
- 146) Be alert at all times. Ushers need to be ready at all times to respond as directed when there is a disturbance, illness, or other situation that requires special attention.
- 147) Make the people, members and guests, feel welcomed and important.
- 148) Assist visitors to their seats. Never leave them looking for a place to sit. Know where available seats are when the church is filling up.
- 149) Assist special needs persons to enter and leave the church.
- 150) All strong smells are a hindrance to your guests and members when serving as a church usher. Many people cannot tolerate strong odors due to allergic reactions. Colognes and perfumes have to be minimal. Observe good hygiene to avoid mouth smell or body odour.
- 151) Teachable. Ushers should have the right spirit and heart that easy to serve people and church well. Every usher should be willing to be taught and learn ways to improve. Ushers who are ever-learning can greatly enhance the service.
- 152) Thoughtfulness. Ushers should be looking for ways to serve and help others. Opening doors, assisting visitors, being courteous, and looking for ways to help others along with their other duties can bring a positive reflection for the church.
- 153) Tactfulness. Ushers should present themselves in being able to communicate well and have a keen sense of knowing what to say, what to do, and where to direct others as a way to maintain good relations and prevent distractions in the service.
- 154) Timeliness. Ushers should be on time and also timely in bringing assistance to others. An effective usher does not wait to be asked or wait for others to help but is keenly aware of what is going on in the church and allows the flow of the service to continue without distractions.
- 155) Teamwork. Ushers should work as a team, each one working together as a whole. Ushers should work uniformly in receiving offerings, communion, bringing order to the service in as many ways as possible.

