

Our Lady of Lourdes Parish

Liturgical Ministry Training – Hospitality / Head Hospitality / Offertory Ministers

Introduction

- 1) What is “*liturgy*”?
 - 1.1) Secular - Service in the name of or on behalf of the people
 - 1.2) Religious - Participation by the people of God in the work of God
 - 1.2.1) Celebration of divine worship
 - 1.2.2) Proclamation of the Gospel
 - 1.2.3) Active charity
- 2) What is “*ministry*”?
 - 2.1) Providing service to others
 - 2.2) Based on a spiritual calling
 - 2.3) Requiring commitment, sacrifice and humility
- 3) How do we live the definition of these two words?
 - 3.1) Liturgical ministry is **not** an obligation simply to be fulfilled (contradicts ministry)
 - 3.2) Liturgical ministry is **not** a substitute for full and regular participation in the Mass (contradicts liturgy)
 - 3.3) Liturgical ministry is **not** a role that you play for one hour a week/month (contradicts both)
 - 3.4) “...Ministry is the noble and unselfish impulse to tell the good news of God’s love for the world in Jesus Christ.” – Aelred Rosser, OSB
- 4) How can a Lector live the definition of these two words?
 - 4.1) You are the herald of Christ! Minister with joy!
 - 4.2) Sunday Mass should feel something like a family gathering. Your part is to make new arrivals feel that they belong here.
 - 4.3) Your friendliness and positive attitude prepares the congregation for *their* role as participants in the liturgy.
 - 4.4) Hospitality is essential to develop a sense of community.
 - 4.5) Scriptural basis of Hospitality:
 - 4.5.1) Gatekeepers received people’s offerings at the temple gates.
 - 4.5.2) In Genesis, Abram hosts angels without knowing it.
 - 4.5.3) In 2 Kings, a prominent woman provides Elisha with a room on the roof.
 - 4.5.4) In Matthew 25, Jesus teaches that the way to get to Heaven is to *serve* the marginalized—provide clothing, food, etc. (in other words, *hospitality*) to them)!

General Information and Reminders

- 1) Dress Code
 - 1.1) Should not distract the assembly from your ministry—Christ should always be the focus
 - 1.1.1) Reverent, not casual – avoid jeans, tennis shoes, sweats, and other “lounging” clothes
 - 1.1.2) Modest, not revealing – avoid low-cut tops and short skirts
 - 1.1.3) Humble, not commercial – avoid large/obvious labels, branding, or printed messages
 - 1.2) Should reinforce your commitment to the nature of the ministry
 - 1.2.1) Willing to serve the whole church community
 - 1.2.2) Willing to serve even if inconvenient or sacrificial
 - 1.2.3) Willing to serve diligently, taking the required time to do all things well
 - 1.3) Dress as though you are going to serve, even if you are not scheduled
 - 1.3.1) “Emergency” Subs may be required right before Mass begins due to a shortage of ministers
 - 1.3.2) Minister may become ill during Mass and require replacement (rare, but it happens)

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- 2) Demeanor / Attitude
 - 2.1) Posture / Movement
 - 2.1.1) Avoid slouching, shifting your weight constantly, sticking hands in pockets, etc.
 - 2.1.2) Participate fully and reverently in liturgy as much as possible (e.g. kneeling, genuflecting, etc.)
 - 2.2) Conversation
 - 2.2.1) Keep all necessary talking to a minimal volume
 - 2.2.2) Restrict all unnecessary talking, including before and after Mass
 - 2.2.2.1) Shows respect for the presence of God
 - 2.2.2.2) Shows respect for others during their prayer and meditation
- 3) Presentation
 - 3.1) Movement
 - 3.1.1) Pace yourself – do not rush, but do not proceed too slowly
 - 3.1.2) Eye contact – respectfully address the person/people to whom you are ministering
 - 3.1.3) Self-awareness – always monitor your position relative to others (e.g. Ministers of Cup)
 - 3.1.4) Instill reverence – focus on the nature of your ministry and its role
 - 3.2) Speaking
 - 3.2.1) Use good diction – pronounce your words clearly and crisply; do not mumble
 - 3.2.2) Use moderate inflection – convey enthusiasm and meaning in the message
 - 3.2.2.1) Change volume when appropriate (e.g. angry prophets, merciful Jesus)
 - 3.2.2.2) Pauses to emphasize changes in thought or direction of content
 - 3.2.2.3) Avoid an overly dramatic “Ten Commandments”-style performance
 - 3.2.2.4) Avoid a completely uninteresting monotone pattern, as it becomes hard to follow
 - 3.2.3) Consider content – different types of readings need to be read in their own style:
 - 3.2.3.1) Narrative (stories, parables, Acts of the Apostles)
 - 3.2.3.2) Poetry (not literal) and Hymns
 - 3.2.3.3) Discourse (explanation of beliefs, or pulling out truths *a la* St. Paul)
 - 3.2.3.4) Sermons (Jesus’ teachings)
 - 3.2.3.5) Sayings (i.e. Proverbs, Wisdom, Ecclesiastes)
 - 3.2.4) Pace yourself – do not rush, but do not proceed too slowly
 - 3.2.5) Practice – insure you know what to say and how to say it
 - 3.2.5.1) Review your assigned scripture prior to Sunday
 - 3.2.5.2) Know the pronunciation of all words in the readings
 - 3.2.5.3) Learn to proclaim the message without “crutches” (e.g. traveling finger)
 - 3.2.6) Microphones – learn how to use each type appropriately
 - 3.2.6.1) Voice-Activated (ambo) – must keep mouth pointed toward mic and project sound
 - 3.2.6.2) Cardioid / “Ball”, “Ice cream cone” – must “eat” microphone and maintain good diction

Ministry-Specific Procedures

- 1) Definitions
 - 1.1) The **Head Hospitality Minister (HHM)**
 - 1.1.1) Directs/oversees all hospitality activities for an assigned Mass
 - 1.1.2) Coordinates the Offertory Ministers and Gift Bearers at Preparation of Gifts
 - 1.2) **Hospitality Ministers (HM)** assist the Head Hospitality Minister at the assigned Mass
 - 1.3) **Offertory Ministers (OM)** distribute and collect the offertory baskets at their assigned Mass

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- 2) Before Mass
 - 2.1) Hospitality Ministers
 - 2.1.1) Sign in on the Sign-In Sheet in the Vesting Sacristy
 - 2.1.2) On the cork board above the Sign-In Sheet, check the Sacraments sheet for baptisms, etc.
 - 2.1.3) Obtain your nametag from Hospitality Closet (in Cry Room)
 - 2.1.4) Look and act inviting. Smiling helps!
 - 2.1.5) Assist the Head HM with any duties that require your assistance
 - 2.1.5.1) Place “Reserved” seating signs as needed
 - 2.1.5.2) Put cross on gift table or find a family/group of people to bring up the gifts
 - 2.1.6) Go to your position as directed by HHM (front door, church, etc.) to greet/seat people
 - 2.1.7) Seating
 - 2.2) Head Hospitality Ministers
 - 2.2.1) Gift Bearers
 - 2.2.1.1) If Mass includes Baptism/First Communion, coordinate with family in question
 - 2.2.1.2) If no Sacraments, place “gift cross” (from Hospitality Cloest) on gift table
 - 2.2.1.3) If cross still present 5 minutes prior to Mass, find volunteer Gift Bearers—HM can help
 - 2.2.2) Insure HM are positioned as necessary at front door of building and side aisles of church
 - 2.2.3) Remain in baptistery area to seat people yourself along the center aisle
 - 2.2.4) Confirm that sufficient Offertory Ministers are available
 - 2.2.4.1) All Masses except 7:00 AM require 6 OM + 4 HM
 - 2.2.4.2) 7:00 AM Mass requires 4 OM + 4 HM
 - 2.3) Offertory Ministers
 - 2.3.1) Sign in on the Sign-In Sheet in the Vesting Sacristy
 - 2.3.2) Inform with Head HM that you are present
 - 2.3.3) Confirm with Head HM which pews need collection coverage
- 3) Beginning of Mass
 - 3.1) Hospitality Ministers
 - 3.1.1) Place some bulletins on the literature tables in the foyer for those who will leave early
 - 3.1.2) Close the doors to the foyer as Father begins his introductions
 - 3.1.3) If a Baptism is scheduled, hold people at the doors until procession reaches steps of altar
 - 3.1.3.1) Should not allow people to wander through the family who may be taking pictures
 - 3.1.3.2) If Sprinkling Rite included, priest may double-back, running into people in aisle
 - 3.1.4) If no Baptism is scheduled, go to back of side aisles to direct latecomers into place
 - 3.1.4.1) Try to fill from outer sections toward center aisle
 - 3.1.4.2) Try to fill choir section last
 - 3.1.4.2.1) Fussy children / excess noise is picked up by microphones and amplified
 - 3.1.4.2.2) People can accidentally block access to rows/aisles required by musicians
 - 3.1.5) Once the first reading begins, sit down and participate in the Liturgy of the Word
 - 3.1.5.1) Try to sit in the back in case of emergency
 - 3.1.5.2) Use a “Reserved” sign, if needed, to insure that you have a seat later
 - 3.2) Head Hospitality Ministers
 - 3.2.1) Sign-In Sheet
 - 3.2.1.1) Take Sheet from priest/deacon/other after ministers are introduced
 - 3.2.1.2) Please Sheet in marked plastic bin in Hospitality Closet (on right-hand side)
 - 3.2.2) After entrance procession, seat people down center aisle as non-disruptively as possible
 - 3.2.3) If no Baptism, insure HM are positioned at back of side aisles
 - 3.2.4) Remain standing near baptistery during readings to direct latecomers, handle emergencies

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- 4) Prayers of the Faithful / Intercessions
 - 4.1) Hospitality Ministers
 - 4.1.1) Coordinate with HHM to distribute collection baskets
 - 4.1.1.1) If sufficient OM present, direct them per HHM to rear of required aisles
 - 4.1.1.2) If insufficient OM present, HHM may request HM to assist with collection
 - 4.1.2) Return to position at back of side aisles in order to cue and direct OM
 - 4.1.3) Children’s Liturgy of the Word (if scheduled)
 - 4.1.3.1) As children return, gently remind them to be quiet and to walk (stop them if necessary)
 - 4.1.3.2) Watch for children who appear lost and cannot find their parents
 - 4.2) Head Hospitality Ministers
 - 4.2.1) Children’s Liturgy of the Word (if scheduled)
 - 4.2.1.1) Inform HM that you are notifying the CLW Ministers in Flanagan Hall of the time
 - 4.2.1.2) Gently remind CLW Ministers that offertory will begin in approximately two minutes
 - 4.2.1.3) Return to foyer and wait outside church doors
 - 4.2.1.4) As children return, gently remind them to be quiet and to walk (stop them if necessary)
 - 4.2.2) Allocate collection baskets for main aisles
 - 4.2.2.1) Each “inner” aisle requires two OM (one person to serve each side of the aisle)
 - 4.2.2.2) Each section of pews receives two baskets (except chapel/choir section; receives one)
 - 4.2.2.3) Cry room and anyone standing in back should be served by HHM
 - 4.3) Offertory Ministers
 - 4.3.1) Discretely proceed to the back of church
 - 4.3.2) Obtain a basket from the Head HM
 - 4.3.3) Proceed to a position at the back of one of the main aisles as directed by the Head HM
 - 4.3.4) Watch for the Hospitality Ministers for a cue to begin or for any other instructions
- 5) Collection / Preparation of the Gifts
 - 5.1) Hospitality Ministers
 - 5.1.1) Watch OM and offer assistance, if needed
 - 5.1.2) Watch for anyone in congregation who appears to have been skipped for some reason
 - 5.1.3) When OM are finished with aisles on your side, direct them back to Head HM
 - 5.1.4) **Hospitality Ministers DO NOT bring up the gifts at offertory**
 - 5.2) Head Hospitality Minister
 - 5.2.1) Collect offertory from Cry Room and anyone standing in back of church
 - 5.2.2) Observe OM and HM in case assistance is needed
 - 5.2.3) Collection
 - 5.2.3.1) When OM return, gather all money into largest basket
 - 5.2.3.2) At all Masses except 11:30 AM, prepare basket for procession with gifts
 - 5.2.3.3) At 11:30 AM Mass, give basket to HM temporarily
 - 5.2.4) Gifts
 - 5.2.4.1) Insure Gift Bearers are present
 - 5.2.4.2) Provide collection basket to Gift Bearer (if any Mass but 11:30 AM)
 - 5.2.4.3) Insure Gift Bearers are lined up and ready
 - 5.2.4.4) Gently help process along if Gift Bearers confused about who carries what
 - 5.2.4.5) Inform Cross Bearer that all Gift Bearers are ready for procession
 - 5.2.5) At 11:30 AM Mass, **Head HM and another HM** take to counter in parish office
 - 5.2.5.1) Provides security in case someone is wandering outside of church (not uncommon)
 - 5.2.5.2) Provides accountability in case of discrepancy with collection count

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- 5.3) Offertory Ministers
 - 5.3.1) At the head of your aisle, provide basket to first person
 - 5.3.2) Move back one row to receive basket from other side
 - 5.3.3) Upon receipt, move back a second row and begin the process again
 - 5.3.4) Upon finishing row, return to back where Head HM will consolidate collection
 - 5.3.5) Return to your seat
- 6) Eucharistic Prayer
 - 6.1) Return to your seat
 - 6.2) Participate in the prayers and acclamations
- 7) Communion
 - 7.1) Walk to head of aisle but do not release pews yet
 - 7.2) If First Communion is scheduled, hold Altar Servers and congregation until family receives
 - 7.3) Insure Altar Servers receive Communion prior to releasing pews
 - 7.4) Direct people out of the pews and generally direct traffic flow
 - 7.4.1) Don't worry about evening out lines unless crowd is huge (e.g. Christmas, Easter)
 - 7.4.2) Head HM should insure that Cry Room / people standing are smoothly incorporated into line
 - 7.5) Once all pews for that aisle receive Communion, HM should bring up rear of line
 - 7.6) Elderly / Infirm
 - 7.6.1) Check back of aisles for anyone who may not be able to come forward for Communion
 - 7.6.2) If unsure, politely ask if person wishes for Communion to be brought to them
 - 7.6.3) Inform EM so that they may walk to back of aisle
 - 7.7) After receiving Communion, take time for personal prayer at your seat
- 8) Dismissal
 - 8.1) Hospitality Ministers
 - 8.1.1) Do not proceed until congregation responds with "Thanks Be to God."
 - 8.1.2) Open the doors
 - 8.1.3) Obtain Sunday bulletins from Hospitality Closet
 - 8.1.3.1) Do NOT place bulletins on baptistery or Gifts table
 - 8.1.3.2) As directed by HHM, stand on each side of both doors and hand out bulletins
 - 8.1.3.3) Wish people a good day!
 - 8.1.4) If you run out of bulletins, assist Head HM with other duties
 - 8.2) Head Hospitality Minister
 - 8.2.1) Station HM on both sides of each door with Sunday bulletins
 - 8.2.2) AFTER recessional hymn is finished, HHM and one HM approach altar to obtain collection
 - 8.2.3) Ask musicians if they have any offerings for the collection
 - 8.2.4) Both ministers take collection to drop safe (behind door in old sacristy) and deposit collection
- 9) After Mass
 - 9.1) Assist any people who have questions, especially if they wish to register as a new parishioner
 - 9.2) Insert hymnal inserts back in hymnals or collect them and place on piano bench
 - 9.3) Place hymnals back in pew pockets
 - 9.4) Insure all kneelers are returned to upright position
 - 9.5) Pick up any trash left in pews
 - 9.6) Return "Reserved" signs to large plastic bins in Hospitality Closet
 - 9.7) At all Masses but 11:30 AM, return majority of bulletins from literature tables to Hospitality Closet
 - 9.8) Police Cry Room for trash, food and crumbs (hand vacuum normally stored in Hospitality Closet)
 - 9.9) Return nametag to the Hospitality Closet

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Scheduling / Attendance / Substitutions

1) Scheduling Procedures

1.1) New schedules are released every two months

1.1.1) Always published on OLL web site - <http://www.ourladyoflourdes.org/ministry/ministry.html>

1.1.2) *If a minister's current email address is known*, then schedule sent directly to email address

1.1.2.1) Should be readable by any word processor or editor (formatting may vary slightly)

1.1.2.2) Any changes in email address should be submitted right away

1.1.3) *If minister has no email / internet access* (yes, it happens), hard copies are available

1.1.3.1) “Ministry Schedules” box on literature tables in foyer outside of church (with newsletter)

1.1.3.2) Hospitality Closet (door just inside Cry Room) in plastic drawers on right-hand side

1.1.3.3) *Ministers with email/internet access should not take hard copies*—please print e-copies

1.2) Schedules include several items

1.2.1) Mass assignments – lists date, Mass time, and ministry

1.2.2) Newsletter

1.2.2.1) Provides deadline for submitting vacation dates before next schedule

1.2.2.2) Provides updates to any procedures (e.g. how to set up items prior to Mass)

1.2.2.3) Provides notice of upcoming events (e.g. special Masses, training sessions, etc.)

1.2.3) Readings (mainly for Lectors)

1.2.3.1) Included as attachment for those who provide email address

1.2.3.2) Readings available on US Catholic Bishops' web site - <http://www.usccb.org/>

1.2.3.3) Hard copies can be provided if no email/internet access—call office directly

1.2.4) Any special items not included in Newsletter

2) Unavailable Dates and Substitutions

2.1) Before a new schedule is published, submit vacation/unavailable dates

2.1.1) Can be submitted via phone message, email, or on-line web terminal (“My Profile” tab)

2.1.2) *Must be received > 2 weeks before next schedule is released* (see deadline at top of Newsletter)

2.1.3) Include minister's name, contact information, and dates/Mass times not available

2.2) After a new schedule is published, each minister must find their own substitutes

2.2.1) Request a sub using on-line web terminal (MSP) – *only use when >2 days available to find sub*

2.2.1.1) Login using your username / password (provided when ministry started)

2.2.1.2) On the “My Schedule” tab, find the date/Mass time for which you require a sub

2.2.1.3) Click on the “request a sub” link at the end of this entry

2.2.1.4) Request sent only to ministers who could accept (i.e. have no conflicts on that date)

2.2.1.5) Web terminal updated to show that “sub requested” for that slot/Mass

2.2.1.6) **To accept an automated sub request**, click on “volunteer now” link in requesting email

2.2.1.7) Acceptance sent to requesting minister, confirming that coverage is arranged

2.2.1.8) Web terminal updated again to show that substitute minister is covering slot

2.2.2) Request sub by calling other ministers

2.2.2.1) *Required option if sub needed on short notice (<2 days in advance)*

2.2.2.2) Once substitute is obtained, submit information to Director via email/phone

2.2.2.3) Access phone lists on-line (MSP)

2.2.2.3.1) Login to web terminal pages and click on “Rosters” tab

2.2.2.3.2) Login also via OLL page - <http://www.ourladyoflourdes.org/ministry/ministry.html>

2.2.2.4) Pick up hard copy of phone lists from Hospitality Closet

2.2.2.4.1) First door on left in Cry Room

2.2.2.4.2) Phone lists found in labeled plastic drawer on right-hand side of Closet

2.2.2.4.3) Lists are color-coded to prevent confusion

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- 3) Attendance Procedures for Regular Weekend Mass
 - 3.1) The Sign-In / Attendance Sheet is located in the Vesting Sacristy (at end of bathroom hallway)
 - 3.2) **Ministers should sign in 15 minutes before Mass begins** and then begin their pre-Mass duties
 - 3.2.1) Allows time to complete all pre-Mass duties
 - 3.2.2) Provides an opportunity for clergy to explain any differences (Holy Day, Baptism, etc.)
 - 3.3) **If you arrive late**, check the Sheet immediately; someone may be covering for you already
 - 3.4) **If you are covering for someone else as a pre-arranged sub**, please remember:
 - 3.4.1) Be sure to fill out the sign-in sheet appropriately—*see instructions sheet on cork board*
 - 3.4.2) Do not assume that I received any messages regarding changes/substitutions
 - 3.4.3) Do *not* write substitutions on the master schedule on the cork board
 - 3.5) **If you are not scheduled and you are not a pre-arranged substitute**, please remember:
 - 3.5.1) **Wait until 5 minutes before Mass and check the sheet**—someone may simply be running late
 - 3.5.2) If you sign in as though you are scheduled, you will take away someone else's chance to serve
 - 3.5.3) Please don't sign in the margin or in another ministry's blanks—confuses me and the clergy
- 4) Attendance Procedures for Special Masses/Services
 - 4.1) Sign-up sheets are posted in advance to allow trained ministers to volunteer for service
 - 4.1.1) Poster board in foyer – allows people without email/internet access to volunteer
 - 4.1.1.1) Contact me directly for changes / substitutions
 - 4.1.1.2) If number of required ministers changes, I will rearrange names and contact everyone
 - 4.1.2) Web terminal (MSP) – allows people with internet access to volunteer on-line
 - 4.2) **Holy Days have sign-in sheets just like regular Sundays, so please remember to sign in**
- 5) Policy Regarding Attendance
 - 5.1) Based on the Sign-In Sheets – *if you don't sign in prior to Mass, you're considered absent*
 - 5.2) Chronic absenteeism (> 50%) will entail a reminder, asking if we need to adjust your schedule
 - 5.3) Further absenteeism after the reminder will entail suspension and/or removal from schedule
 - 5.4) Reason for Attendance Policy
 - 5.4.1) Must have minimum number of ministers for Mass to proceed smoothly
 - 5.4.2) Experience dictates that we cannot rely solely on volunteers every week
 - 5.4.3) Prevents confusion and accidents caused by lack of practice/involvement
 - 5.4.4) Encourages respect for other ministers and for the community
 - 5.4.5) Scripture (Acts, St. Paul's letters) repeatedly tells us that we are accountable for our actions
- 6) Extra Schedules / Phone Lists
 - 6.1) Extra copies of new schedule provided every two months when assignments released
 - 6.2) Phone lists updated every 6-12 months depending on turn-over
 - 6.3) Location of extra copies
 - 6.3.1) Hospitality Closet (see above)
 - 6.3.2) Web Site (<http://www.ourladyoflourdes.org/ministry/ministry.html>, see above)

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Concluding Notes

1) Training

- 1.1) All liturgical ministers **must** receive training before assuming their duties
 - 1.1.1) Specific to Our Lady of Lourdes – procedures from other churches may not be the same
 - 1.1.2) Provides basic knowledge needed when events require change (visit by bishop, etc.)
- 1.2) Training dates are normally advertised in at least one of the following places
 - 1.2.1) Sunday Bulletin – primary location; listed several weeks in advance
 - 1.2.2) Ministry Newsletter – included with each schedule
- 1.3) The following ministers should attend a refresher training periodically based on procedure changes
 - 1.3.1) Lectors
 - 1.3.2) Hospitality Ministers
 - 1.3.3) Offertory Ministers
 - 1.3.4) Children’s Liturgy of the Word
 - 1.3.5) Altar Servers
 - 1.3.6) Extraordinary Ministers of the Eucharist – require additional steps beyond standard training

2) Who to Contact with Questions / Problems / Issues

- 2.1) Worship and Spiritual Life Commission members – talk to the person who trained you
- 2.2) Director of Music and Liturgy – contact me via email, phone, or personal conversation
- 2.3) Clergy – contact a deacon or priest through the parish office

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