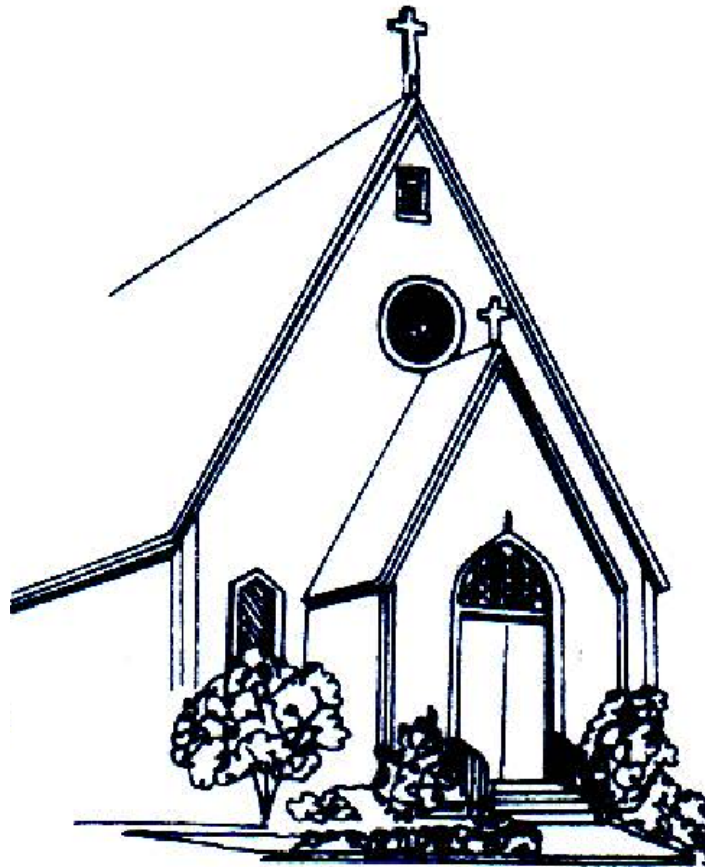


SERVICE MINISTRY

ASCENSION MEMORIAL CHURCH
A Parish of the Episcopal Diocese of Massachusetts

Flourishing - Family - Community



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INTRODUCTION

A word from our Rector:

The service you offer shapes the experience of every person who comes to worship. Your service ministry is a gift to others. The more present you are, the more you make people feel honored, safe and unguarded, the more you help them be available to God—whose presence we yearn to enjoy through worship. Thank you muchly for your gift of ministry. Find joy in being of service to God and neighbor.

Thank You for Serving!

Scheduling Instructions:

1. Service schedules are prepared in 7-week blocks by Service Ministry scheduler, Frank Corbin. Please respond promptly to draft schedule requests. You can choose the services that fit your schedule by responding to the schedule planning email.
2. Final schedules are distributed by email, posted on the church website, and available for pick up in the foyer.
3. For assistance or questions, or in the event of an unplanned absence, please contact Service Ministry scheduler, Frank Corbin, frankcorbin9@gmail.com, or 508-450-0209.

Team Captain Contact Directory:

1. **Greeters:**
2. **Ushers:** Ted Flaherty, 978-500-6891, or tflaherty76@gmail.com
3. **Lectors:** Rebecca Taylor, 978-518-6868, or rebtom@comcast.net
4. **Acolytes, 8am Service:**
5. **Acolytes, 10:15 AM Service:**
6. **Chalice Bearers, 10:15 AM Service:** Betty Dorman, 978-356-3459, or bdorm67@verizon.net
7. **Tellers:** Jennifer Clark, 978-468-3077, or jclark308@gmail.com
8. **Hospitality:** Katie Finch, kdfinch@verizon.net

GREETERS

Fundamentals for Effective Greeters

1. **“Welcome!”** One simple word that says so much! The position of church greeter is one of the most fun and important positions in the church. First impressions are everything! Our goal is to share a kind word, open a door, offer a handshake or just lend a helping hand to people who enter our church. Simple acts of kindness say a lot about our church and the people inside.
 - a. It shows that we care about people.
 - b. It tells people that the church is there to meet their needs.
 - c. It communicates that we are willing to serve.
 - d. It shares the grace and love of Jesus.
2. **SMILE!** A bright smile communicates more than any words.
3. Have **FUN!** Be yourself and enjoy the experience, our visitors will pick up on your joy.
4. Don't be embarrassed if you are greeting a member and don't know the person's name, or be offended if someone doesn't remember yours. Our purpose is to offer grace to each other, just as we do to new people.

Our Process

Greeters are front line ministers of welcome, and often the first official point of contact with the congregation. Your role as a greeter is important in creating a welcoming tone in the congregation.

This position is especially important in inclement weather conditions. We need to be out there so that no one falls or gets hurt. Umbrellas, brooms and snow shovels can be found in the Narthex.

Things to do:

1. Arrive on time, at least 20 minutes before the service
 - a. Check the handicap entrance upon arrival to ensure the door is unlocked and that the ramp is clear
2. Shake hands and smile; these fundamental greetings say “welcome”
3. Welcome each person who enters the worship area
 - a. Watch for newcomers (visitors), introduce yourself, ask their names, answer their questions, and introduce them to an usher
 - b. If they have worshipped with us before, thank them for coming back
 - c. Mention that there will be a coffee hour following the service and that are most welcome to join us
 - d. Introduce newcomers by name to one of the ushers
4. Leave the doorway only to assist people when necessary
 - a. Inform someone on the hospitality staff if you need to leave your position

5. Remain at your station until after the chorus begins down the aisle.
 - a. If you have no other duty, such as a lector, stay on until after the first lesson to greet any members and visitors who arrive late and might need assistance or directions.
6. Following the service, try to find any visitors that you greeted at the beginning and help them to find their way to the post service reception, Sunday school class, child care, etc.

Things to avoid:

1. Getting caught up in lengthy conversations
2. Interrogating newcomers or keeping them too long at the doors, especially if your conversation keeps others outside
3. Leaving people hanging while waiting for an answer or assistance with a problem
4. Kissing and hugging; some people (regulars and newcomers alike) feel awkward about being touched in such a personal way by an acquaintance
5. Leaving your assignment unattended, especially close to the start of worship when newcomers are likely to arrive

Coffee Hour Ambassadors

Greeters assigned as post service reception ambassadors on Sunday morning will welcome people, help visitors to get a coffee or refreshment, and collect any visitor cards.

Be purposeful and look out for visitors, and help them to meet the pastoral staff.

Visitor Assistance

1. As a greeter, your main job is to make visitors feel welcome
2. Visitors will be looking to gather as much information as possible to make their decision about our church, so give them a visitor's welcome pack and invite them to the post service reception
3. Help visitors with directions to the sanctuary, parlor, Sunday school class, child care, etc. Walk visitors to where they need to go, or arrange for them to be escorted by an usher. Don't just point in a direction as the building can be confusing and it is easy to get lost.
4. Whenever possible, introduce visitors to church members and staff, especially the Rector, members of the Vestry, Sunday School teacher, etc.

Dress Code

Well dressed and neatly groomed greeters make a good impression, and communicate that we care about visitors and respect the Lord's house

Suggested dress is business casual on Sunday morning, and weekend casual for other events

USHERS

Fundamentals and Process for Effective Ushers

1. Arrive at church at least **15 minutes** before the service and position yourself at the back of the church where people enter the church. Watch for people entering the church and with sincere warmth offer them a Service Bulletin. You will find the bulletins on the table at the rear of the church. Please insert the weekly Tidings newsletter into the service bulletin, if necessary. Locate yourselves as ushers on either side of the center aisle and bring a bulletin to anyone who may slip by without receiving one.
2. Count ALL in attendance and record number on small, blue, square sheets of paper provided; please include date, time of service and your initials. Place in offertory plate (or leave on counter in the sacristy after the service). Remain at the back of the church after the start of the service to watch for late arrivals, then feel free to be seated for the service.
3. At the time of The Exchange of Peace, return to the back of the church. You and your ushering partner will pick up, from the Ushers Table, the cruet of WINE and the silver BREAD box and wait to bring these down the aisle to hand to the acolyte who will meet you at the opening of the communion rail. This is one at the conclusion of The Announcements, walking forward as the Offertory Hymn (or Choral Anthem) begins.
4. As you and your ushering partner hand the WINE and the BREAD to the acolyte, he or she will in turn offer you each an offertory plate needed for the collection of the Offering. Working in unison, begin the collection from the front pews and move pew by pew to the back of the church being mindful of staying abreast of your partner. A pleasant acknowledgment, be it a thank you, smile, or nod when moving to the next pew gladdens hearts.
5. Wait together in the aisle at the back of the church until the start of the singing of the Doxology (Praise God from whom all blessings flow...) during which time you both come forward to present the offertory plates to the acolyte at the communion rail.
6. Then put in place the kneeler cushion and wooden section of communion railing across the opening of the communion rail. Now return to the back of the church until the time comes for people to receive communion.
7. The choir will come to the rail first. As they do, come forward down the aisle to the first pew at the front of the church. After the choir members return to their seats, begin to invite people to exit their pews and come to the communion rail. This can be done with a simple hand gesture. Please be sensitive that some may choose not to take communion.
8. Work your way toward the back of the church pew by pew and try to keep the flow moving so neither the communion rail is empty nor people are waiting in the aisle. Come to the rail yourselves as the last to receive.
9. Then place the kneeler cushion and communion rail section back where they were, off to a side. Return to your seat for the remainder of the service. When service is complete and people are filing out please go through the pews to collect any bulletins and Tidings to recycle as well as straighten out hymnals and kneelers.

LECTORS, “THE WORD OF THE LORD”

What an honor and a privilege to read God’s word aloud in our Sunday service of worship! Serving in the ministry of Lector also allows US the opportunity to draw closer to God through the study and reading of the appointed Scripture for the day, to “read, mark, learn and inwardly digest” as the Collect (Proper 28) states. Reading the lessons with clarity and understanding is a gift both to the congregation, and to the homilist who will most likely be referring to these readings in the sermon. In order to read with clarity and understanding, however, we need to carefully prepare.

Some suggestions:

1. As soon as you receive the lesson, read through the text for any unfamiliar words. If in doubt about pronunciation, there are many on-line resources under Biblical Pronunciations (even including a free app!)
2. Next, read through the text slowly for understanding. Who is speaking? To whom is the text directed? What is the context? The Internet again is a great resource! Just type in “Commentary on the Revised Common Lectionary”.
3. Ask God to help you understand the text. Read it several times, both in the morning and at night if possible. Sometimes God works through our sleep to increase our understanding!
4. Practice reading the text aloud to a friend or family member...or even your dog or cat! Read slowly, enunciating each word clearly. Note the phrasing and the commas, pause at the appropriate places. Keep your voice strong and clear throughout the reading. Read with authority! Remember, you are reading The Word of the Lord for the edification of God’s people! Be bold!

Additional Sunday morning “mechanics”

1. Move forward promptly when it is time for your reading. The 1st reader reads the first lesson and also leads the Psalm. If you are reading the 2nd lesson, start moving forward as soon as the 1st Lector finishes and moves away from the Lectern.
2. Reverence the altar as you pass it (a small bow) before and after.
3. Be sure the microphone is adjusted for your height.
4. Introduce the lesson using the appointed words on the sheet before you.
5. In order to not lose your place, it may be helpful to keep a finger under the line you are reading. Please note: If you make an error, simply correct it; do not say “Excuse me” which only distracts further from the text.
6. As you read, make eye contact with the congregation (if you are comfortable doing so).
7. At the end of the reading observe a brief pause (a slow count to three) before the acclamation “The Word of the Lord”.

ACOLYTES, 8 AM SERVICE

Fundamentals and Process for Acolytes

1. Arrive **15 minutes** before service for sufficient time to put on vestments (black cassock and white surplice), light altar candles (in Advent and after Easter, find out about Advent wreath or Paschal candle). Make sure the Gospel book is on the altar. Check readings and intercessions on the lectern. Read them over for practice. Check the prayers of the people for pronunciation of names; ask for help if you need it. Make sure the Processional Cross is in the sacristy.
2. Meet with Celebrant with Processional Cross outside Rector's Office five minutes prior to service for a prayer. Then proceed together to Church entrance. After Tower Bell is rung to start the eservice, lead the procession with Processional Cross.
3. Pass through the rail opening, up the steps, pause in front of the altar, then proceed to the left of the altar to place the Cross in its holder. Use seating to the left of Celebrant's seat. As the congregation is invited to sit, go to the lectern.
4. Read the first reading. Lead the congregation in reading responsively the Psalm. Read the second reading. Go to the altar, pick up the Gospel Book and proceed to the third or fourth pew down the aisle, turn and hand Gospel Book to the Celebrant for the Gospel Reading. Return the Gospel Book to the altar following reading and take your seat.
5. After the Sermon, during the last few lines of the Nicene Creed, move to the lectern to be in place at the conclusion of the Creed to lead the Prayers of the People.
6. Exchange the Peace with the Celebrant. Feel free to join with the congregation for The Exchange of Peace. Return to your seat for announcements. After the Offertory sentence, take the offering plates and bring them to the ushers at the communion rail. Receive from them the cruet of wine and bread box. Present these (box, then cruet) to the celebrant behind the altar.
7. After collection of offering, return to rail opening to receive the offertory plates from the Ushers; go around the altar present them to the Celebrant. He will hand them back to you, to be replaced on the low table behind him. (Ushers will place kneeler cushion and communion rail in place.) Return to your seat.
8. After the conclusion of the Eucharistic Prayer ("The gifts of God for the people of God") come forward to receive communion from the Celebrant. He will hand you the chalice and purificator to serve as chalice bearer. Follow the Celebrant to the communion rail and offer the chalice to each person at the rail, saying "The Blood of Christ. The Cup of Salvation." Ask for advice if you have any doubts about how to do this.
9. Please finish remaining wine before returning the chalice to the Celebrant. Hand him the water cruet (or pour a little in the chalice if he holds it out to you); replace water cruet on retable. Return to your seat for closing prayer, blessing and dismissal.
10. As Celebrant proceeds to the back of the church, enter the sacristy to retrieve candle snuffer, and extinguish the candles, reverencing the altar before and after extinguishing candles.

ACOLYTES, 10:15 AM SERVICE

Please note: These steps are designed to serve as a reminder only. All acolytes are required to be trained in person to learn the details of their duties.

1. Arrive at church by **9:50AM** to dress in vestments, light candles, and join with Choir members in St. Matthew's Parlor at **10:10AM** for a prayer with Rector prior to procession into the church.
2. **Crucifer Acolyte** leads the procession carrying the cross. **Gospel Book Acolyte** follows the choir in procession just ahead of Rector/Celebrant.
3. **Crucifer Acolyte** processes to the front of the altar, pauses briefly (no need to bow), then places cross in holder to the left of the altar and takes place/seat beside Celebrant's seat.
4. **Gospel Book Acolyte** holds Gospel Book with both hands and chest high. **Gospel Book Acolyte** processes to the altar, pauses, places the Gospel Book on the altar with the binding of the book facing outward, then takes place/seat to the left of the altar beside Celebrant's seat.
5. For **Gospel Procession**, **Crucifer Acolyte** retrieves cross and processes to front of the altar, pausing there until gestured by Celebrant to turn and process down the aisle. **Gospel Book Acolyte** waits and allows **Crucifer Acolyte** to move ahead with cross to front of altar. When **Crucifer Acolyte** is prompted by Celebrant to turn and process down the altar, **Gospel Book Acolyte** retrieves Gospel Book and follows **Crucifer Acolyte** down the aisle. **Crucifer Acolyte** processes to fourth or fifth pew before stopping and turning back toward the altar. After the reading of the Gospel, Celebrant steps aside, **Gospel Book Acolyte** steps aside, allowing **Crucifer Acolyte** to lead procession back toward altar.
6. At the time of communion, after the Peace and Announcements, **Crucifer Acolyte** retrieves Offertory Plates from stool in front of the credence table behind altar and brings them to communion rail opening to present to Ushers. Ushers will offer **Crucifer Acolyte** Cruet of Wine and Bread Box to be brought behind altar and presented to Celebrant. **Crucifer Acolyte** remains present to serve Celebrant by handing him second chalice, water cruet, etc.
7. At the singing of the Doxology, **Crucifer Acolyte** returns to communion rail opening and receives from Ushers the Offertory Plates, brings them to the Celebrant and remains present with **Gospel Book Acolyte** and Chalice Bearer during Eucharistic Prayer. After receiving communion, both Acolytes can take their seats.
8. At the close of the service, the **Crucifer Acolyte** retrieves the cross, in same fashion as for Gospel Procession, and processes to front of the altar, pausing there until gestured by Celebrant to turn and process down the aisle. **Gospel Book Acolyte** waits and allows **Crucifer Acolyte** to move ahead with cross to front of altar. When **Crucifer Acolyte** is prompted by Celebrant to turn and process down the altar, **Gospel Book Acolyte** retrieves Gospel Book and WAITS for choir to process ahead, then follows procession down the aisle.
9. Never feel rushed. Stand to sing. Sit to listen. Kneel to pray. When in doubt, do as the congregation does.

SECTION VI – CHALICE BEARERS, 10:15 AM SERVICE

Preparation for the Service

Arrive 20 minutes before the service and vest. Normal vestment for the chalice bearer is a black cassock with white surplice. There are wooden crosses on a hanger in the vesting area that can also be worn. Vestments are kept in the vesting area just off the sacristy. Each chalice bearer should find a cassock that fits and then place a nametag on the cassock to make it easy to locate for vesting before services. Once vested, gather with the choir and acolytes in St. Matthew's Parlor for a prayer with the rector five minutes before the service.

During the Procession

Gather with the choir at the back of the church prior to the start of the service. As tower bell rings and opening hymn begins, fall into procession behind the choir (paired with the other chalice bearer), just ahead of the Gospel Book acolyte. Process to the communion rail, step up and through the rail opening, reverence the altar, then turn to the right and take your place at one of the seats to the right of the altar.

During Communion

After the celebrant has completed the Eucharistic Prayer and is ready to offer communion to the chalice bearers and acolytes, move to the altar and be ready to receive communion.

After you receive communion, the celebrant will hand you the chalice and a purificator. Be sure to wipe the chalice with the purificator after you drink and after each communicant drinks. Wipe thoroughly and carefully (to avoid spilling wine). As you wipe, rotate the chalice so that the next person does not drink from the same place on the chalice as the previous person.

Follow the priest to the altar rail.

As the priest offers a wafer to each communicant, follow behind, leaving a brief space before offering the chalice to communicants.

Offer the cup with the words prescribed in the Book of Common Prayer: "The Blood of Christ, the cup of salvation."

If you need additional wine, refill the chalice from the cruet on the altar.

After all have received communion, take the chalice and purificator to the altar. Offer it to the priest or place on the corporal. Then return to your place at the right side of the altar. The priest may ask you to consume some of the bread and/or wine. Stand at your place on the right side of the altar for the post communion prayer and blessing.

Closing Procession

The order to process out is the same as the order to process in. After the last two members of the choir have left the choir seating area around the organ to join the procession, move to the front of the altar, reverence the altar, turn and follow the choir in procession out of the church.

SECTION VII – TELLERS

Procedure for Sunday morning Plate Collections:

1. There are two Tellers assigned for the 8:00am service and two for the 10:15am service.
2. Large manila envelopes are available in the sacristy, one for cash, and one for pledge envelopes and loose checks.
3. The two assigned tellers total the cash, seal it in one of the large manila envelopes, **write the amount on the envelope**, and each sign across seal.
4. The two assigned Tellers then count the number of pledge envelopes and any loose checks, then put the pledge envelopes unopened and loose checks in another large manila envelope, **record the number of pledge envelopes and loose checks on the outside of the manila envelope**, then seal and sign across seal.
5. Tellers put both manila envelopes in safe in Sacristy.

On Monday, the Parish Accounting Steward and the Parish Administrator will retrieve the envelopes from the Sacristy safe and process the Sunday morning collection, along with receipts that arrive in the mail or are hand delivered to the office during weekday hours of operation. (Receipts that are hand delivered or arrive in the mail are kept in the locked file cabinet in the parish office until processed.)

1. Parish Accounting Steward opens cash envelope and verifies amount entered on envelope by Sunday morning tellers.
2. Parish Accounting Steward signs cash envelope, which is retained for Parish records.
3. Parish Accounting Steward informs Parish Administrator of cash amount who enters date into QuickBooks.
4. Parish Accounting Steward then opens each pledge envelope and informs Parish Administrator of each amount who enters data into QuickBooks.
5. Same process is repeated with any loose checks.
6. Once all entries and documentations are complete, Parish Accounting Steward makes out deposit slip.
7. Parish Accounting Steward makes copy of deposit slip for parish records and verifies with Parish Administrator.
8. Parish Accounting Steward takes deposit to bank.
9. Bank deposits are reconciled monthly by the Parish Bookkeeper.

TELLERS ADDENDUM – Pages 10 and 11 of "Financial Policies, Procedures, and Controls for our Parish" Prepared by the Congregational Business Consultants, Diocese of Massachusetts, 138 Tremont Street Boston, MA 02111; September, 2009

6. RECEIPTS

Cash Receipts

1. Cash Plate offerings are counted immediately after service by two different people (preferably unrelated), sealed in an envelope with amount noted and delivered to the Assistant Treasurer's office secured location.
2. Pledge Envelope plate offerings are sealed in an envelope and delivered to the Assistant Treasurer's office secured location.
3. Assistant Treasurer verifies cash against amount counted by ushers and files initialed envelope with parish records.
4. Plate offerings (cash and pledge envelope) posted to appropriate accounts in QuickBooks or current parish accounting system by Bookkeeper and deposited within two days of receipt by Assistant Treasurer.

Check Receipts

1. All regular check receipts are addressed directly to the Office of the Treasurer with the exception of rent which is forwarded to the Property Manager, recorded by him and submitted to the Assistant Treasurer.
2. Any check not received directly at the Office of the Treasurer (with the exception of rent) should be delivered there immediately and notice made to the sender of the correct address.
3. Checks are stamped "for deposit only".
4. Checks are not endorsed. A deposit slip is prepared by the Assistant Treasurer who then makes the deposit within 2 days.
5. Rent Checks, Endowment Checks and other checks are allocated to correct income account on QuickBooks or current parish accounting system by Bookkeeper and delivered to Bank by Assistant Treasurer.
6. Letter of acknowledgement for special donations in excess of \$250 sent in accordance with IRS code 170 F8B.

Reconciliation

Bookkeeper reconciles deposit slips to bank with record of monies received and reports discrepancies to the Treasurer.

Internal Controls

1. Cash Plate offerings verified by two people upon receipt and immediately delivered to a secure location.
2. Amount of Cash Plate offering verified by Assistant Treasurer and signed record maintained.
3. Checks are stamped "for deposit only"
4. Treasurer (who is not the party making bank deposits) receives and reviews bank statements.

5. Bookkeeper reconciles bank deposits made by Assistant Treasurer with Parish record of monies received.
6. Standard form used to record plate offerings.
7. Statement to donors reflecting check and other envelope contributions.

SECTION VIII – HOSPITALITY

The Hospitality committee is responsible for:

- Coffee Hour hosting by two members at 8:00 and 10:15 services
- Monthly Coffee Hour Potluck signups (last Sunday of each month)
- Special AMC events
- Parish funerals with collations
- Monitoring coffee and paper goods supplies

Coffee Hour

Hosting a Coffee Hour is a great way to meet your fellow parishioners, and why not tag along on one of our teams. On your own? We'll find you a partner!

The Hospitality committee, working in teams, hosts the Coffee Hour following either the 8:00 or 10:15 service, by making the coffee and bringing refreshments to be enjoyed after the service. Frank Corbin prepares the volunteer rota and we coordinate with him regarding our stock of paper products and coffee, as he does the ordering. In addition we assist with parish events involving coffee and refreshments, as well as funerals and collations. We work closely with the Green Team initiative to reduce our use of single use plastic and non-recyclable or non-compostable paper products.

If unable to host on assigned date, please find a substitute or contact the hospitality committee chair.

Coffee Hour tasks

1. Arrive 30 minutes or more prior to the service to prepare the coffee in St. Matthew's Parlor kitchen. It takes about 15 minutes for each pot to brew. We usually prepare one decaf and 1-2 regular. Prepare more coffee as needed. Apple juice or cider is also offered; no soft drinks. We have a few tea drinkers. Fridge has half and half for coffee, suggest bringing a small carton of milk for tea drinkers.
2. Set out refreshments prior to the service and if hosting you may find it helpful to leave after communion to finish the last minute preparations. Paper goods and platters are in the kitchen cupboard.
3. Assist with guidance for where to dispose of trash: recycling, trash, compost. Clean up kitchen and rinse out coffee pots. If supplies of coffee or paper products are low, please contact Frank or the Hospitality committee chair.
4. Bring a selection of sweet and savory: cookies, baked goods, cheese and crackers. Deviled eggs always popular!

Parish Events

1. As needed, provide a dish to share, or assist with set up, preparation, serving and clean up. For example, the Lenten Discussion Series.
2. Coordinate with parishioners on their requirements for a collation or reception, with assistance from Patti Gorman regarding caterers, etc.