

VICTORY OUTREACH
INTERNATIONAL



WORLD CONFERENCE 2017

USHERS MANUAL

VICTORY OUTREACH INTERNATIONAL
World Conference 2017
Los Angeles Convention Center
Monday, July 10th – Saturday, July 15th

USHERS / USHERETTES GENERAL GUIDELINES

WELCOME; as we get ready to prepare for our greatest conference in the history of Victory Outreach! This conference is going to involve hundreds of people working in the background to make this happen. Every day we will need 150 Ushers and Usherettes. This is a tremendous responsibility and we thank God for your participation.

Ushering people involves patience and kindness. We must start well to finish well. It is important to keep aisles clear, to fill all seats and to repeat information if need be. We are ambassadors of Christ and must reflect his image to see success. Thank you in advance for your service unto the Lord!

OVERSEERS: *Raymond (cell) 626-617-3770 & Carole Gutierrez (cell) 626-617-9767*

CORE LEADERS: *Men – Abel Valencia, Oscar Ramirez, Daniel Hernandez, Gabriel Ruelas, Jesse Barreto, Mike Pule*
Women – Anna Hernandez, Sandra Murillo, Tina Tesso, Yvette Trejo

REGIONS: *150 Daily; each Region is scheduled to provide 75 men & 75 women*

Arrival Time/Check In/Out:

- Please be on time. You must arrive 2 Hours before each service begins, Mornings 7:00 a.m. and Evenings 5:00 p.m. (as door opens for prayer @ 8 AM and 6 PM)
- Upon arrival you will Check-In in the Main Lobby at the Volunteer Center.
- Proceed to Room J, to the right of the General Services main doors, to check in and receive your badge prior to entering into the main service/sanctuary area.
- After you obtain your badge, there will be a “Special Entrance” door upon showing your badge and wristband to enter in through that special door.
- Once you have followed those steps, go immediately to the back ushers table to report and be assigned to your post. IMPORTANT - Remain at your assigned post until the Offering has been picked up, unless you are instructed to stay for a “Second Offering”.

Badges:

AFTER you have checked-in at the Volunteer Counter in the main lobby, Badges will be handed out daily in Usher's Room J (to the right of the main entrance doors). **It is VERY IMPORTANT** to please turn in your badges. As soon as the offering has been picked up and you turn in your offering bucket to Section Leader, turn in your ushering badge to that person – **DO NOT** take badge to Ushers Table at that time. If it does not get turned in to your Section Leader, please make sure to take your **BADGE** to back table, **ONLY AFTER** that service session ends to eliminate walking traffic during the offering time. We need to make sure badges get returned in order to ensure the next team assigned can use them.

Dress Code:

Men- Morning – Dressy casual shirt, slacks (NO JEANS or sneakers)
Evening – Suit & Tie

Women- Morning - Dressy Casual – slacks ok (NO JEANS or sneakers)
Evening- Skirts & Dresses- Your Attire must be modest and not revealing,
Remember, we do not want to draw attention to ourselves and we all want and should desire to represent modestly.

Usher/Usherette Etiquette:

The **MOST IMPORTANT THING IS YOUR ATTITUDE**. It is important for ALL Ushers and Usherettes to be the **FRIENDLY, KIND, HELPFUL & LOVING** to ALL EVENT ATTENDEES. The appearance of an usher/usherette should be neatly dressed and hair combed. Note: Carrying breath mints is always a good idea. (No gum chewing)

Ushering People:

Be attentive and **POLITE**. Greet everyone with a smile. No gum chewing. Do your best to keep aisles clear at all times.

Greeters at Doors will check for Wristbands. Fill all seats if possible. Never leave your post unattended. If a difficult situation occurs do not attempt to handle it yourself, bring it to the attention of the Section Captain Usher/Usherette. If someone is already seated in a reserved area that they are not designated for, **DO NOT** ask them to move...just let your Section point person know and they will handle it.

Offerings:

During the offering remain attentive and watchful at all times listening for instructions from the pulpit. Have your envelopes ready to hand. Listen for instructions on when to pass the bucket. Keep your eyes on the bucket at all times while the offering is being collected. Proceed to the specific collection point as specified by your Section Leader as quick as possible. Do not cross aisles with bucket passing, it will stay in the path that you are instructed for, the section and number of rows assigned to you. When that is completed and bucket returns to you completing the section, your bucket will be turned into your assigned Section Leader. They will collect the section buckets and take to the necessary location. No running. (Special Note: We do not make change at any time)!

Saving Seats:

As an Usher/Usherette/Section Leader, please be fair; do not save seats for your friends or church members. Please focus on your responsibility as an Usher/Usherette. Attendees saving seats for their friends must be kindly & politely informed by you that they will only be able to save seats until ½ hour before service. All seats will be opened up once services begin.

Handling Disturbances:

In the event of a disturbance, always remain calm and polite when dealing with others. In the event you are unable to resolve a certain matter please notify your sections overseer. (A Kind word stirs away wrath)

VIP Special Seating (Opens 30 mins. early):

A Special Early Entrance Door is made available for the following:

- **Pastors/Ministers;** A section will be reserved for Pastors “Plus 1” designated by specified wristband
- **Covenant Partners;** UWC Member seating will be provided daily towards the front in the marked areas. This section is for Covenant Partners that have their UWC Wristband on them
- **Early Birds:** The area will be a section designated for those who registered early and are wearing an early bird color wristband (a Color Code Chart will be provided with all wristbands)

Special Needs:

A section will be provided for those with special needs – such as handicapped, walker-assistance, and wheelchairs.

Hearing Impaired:

A Section with interpreter podium will be set up in a reserved front section.

Wristbands:

Ushers/Door Greeters will be assigned to General and VIP entrance doors to check Wristbands inside the Sanctuary. Anyone without the WC Wristband must be directed to the Registration area located in the main foyer. THERE ARE NO EXCEPTIONS – EVERYONE must have a Wristband to enter the sanctuary (even if someone is wearing a lanyard/badge they must also be wearing a Wristband).

*****ALL SEATING WILL BE RELEASED AS SOON AS WORSHIP BEGINS**
THEREFORE, We CANNOT guarantee seating in these areas once the service begins***

Be Informed:

Do your best to be informed. Know where the First Aid Room is, Phones, Restrooms, Children’s classes. The Information center is in the Main Lobby and is also able to direct those that need information. If you don’t have the answers refer them to the Ushers table.

Emergency Procedure:

In case of emergencies, never move anyone without the permission of the Head Usher/Usherette. Contact your Section Captain or Core leader immediately for all emergencies.

Lost and Found:

All items left behind will be collected and held at our Ushers table. At the end of each session the items are to be taken to Security Room for safe keeping and for collection.

Flyer Canvassing:

Your Head Usher will instruct the team which flyer will be placed on each seat. This is a team effort and must be done prior to the doors opening. This is an important way of communicating with everyone. It is important that this process be completed in a timely manner.

Food and Drink:

Only water will be allowed.

Altar Calls:

Section leaders closest to the altar area will be responsible to give direction to attending ushers. Once altar call is officially made, we are to conduct ourselves in an orderly manner. Keep isles free from congestion. Be attentive to the direction of the minister who is conducting the service.

Description of duties for Core Leaders:

Each Core Leader will be responsible to oversee a major area of the conference as well as see to the successful ushering of the people in an ordering manner. This will include overseeing 4-6 section leaders and 12-14 Ushers as well as ensuring the successful collection of the offerings. Core Leaders are specifically selected and involved in the WC Ushering planning.

Description of duties for Section Leaders:

Section Leaders: 36-40 men/women. Each Section Leader will be responsible to:

- Meet with core team before every service. Once instructed they should proceed to their assigned area and established communication between them and the Core Leader as well as the ushers in their section*
- Check to make sure how many buckets have been set in place out and who are the usherettes in their sections*
- Collection of items possibly left behind, picked up and taken to the ushering tables in back*
- Oversee two main sections (of approx. 200 people in each section)*
- They will be responsible to seat and greet people*
- Ensure the proper collection of the offering*
- Canvassing of flyers*
- Important that they collect all badges after each offering*

SECTION LEADERS: *Should be an established leader in their church with some experience in ushering and leading people. Once service has ended please return to the ushers table for any final instructions.*

THANK YOU FOR COMMITMENT TO SERVE AND SUPPORT AND YOUR SERVICE UNTO THE LORD DURING THIS HISTORICAL WORLD CONFERENCE.

Experience Premium Seating

Exhibit Hall Level One

- Victory Outreach Pastor +1 Guest
- General Session
- VIP
- Early Bird Preferred Seating
- Covenant Partner
- Diamond Partner
- Platinum Partner
- Gold Partner
- Silver Partner
- 500 Partner
- Dollar A Day & G.A.N.G. Partner

