

# GREETER & USHER TIPS

## DO's AND DON'Ts:

- Don't ask "Is this the first time you have been here?" A long-time member you might not have met before could be offended by this. Instead, ask "Have we met before?"
- Don't ask "Do you need help?" Rather ask "Do you want help?" Some people are sensitive about their mobility or other difficulties.
- If someone expresses a complaint about BUF to you, respond with empathy. "I'm sorry that happened. Is there something I can do to make your experience today better?"

## FREQUENTLY-ASKED QUESTIONS AND ANSWERS:

- **Where can I park?**

You may park across Ellsworth in the dirt lot. If these are full, parking is available in the North Coast Credit Union lot just south of BUF on Ellsworth, or in the Bellingham School District lot off Ellsworth to the north of BUF. Also, there are 4 handicapped spots in the front of BUF.

- **Where can I put my coat?**

There is a coat rack up the steps just inside the entrance.

- **Where are the restrooms?**

Up the steps just inside the entrance.

- **How long does the service last?**

Usually a little more than an hour, although it varies.

- **Do I have to wear a name tag?**

No, it's optional. It allows us to begin to get to know you, but if you prefer not to wear one, that's fine.

- **What do the different name tag styles mean?**

Round name tags indicate full membership at BUF; rectangular tags are for "friends" who have requested a name tag.

- **How do I get a round name tag?**

Round tags denote full membership at BUF.

## KIDSTUFF

- **What if my baby/child wants to stay with me?**

That's fine. There is a nursery at the back of the sanctuary if you feel the need to quiet your child. You can still watch and hear the service from there. There is also a childcare provider in the nursery if you would like to leave your child.

- **Will someone come and get me if my child needs me during the service/RE? Absolutely.**

- **How will my child and I find each other after the service?**

We ask that all parents go back up to RE to pick up their children after the service.