Church Business Administration Network

Ushers' Training



The 5 "Gateway" Ministries of Ushering in the House of the Lord

Monday, October 12, 2026 / 7:00PM

Zoom Meeting ID: 964 319 7945 / Passcode: CBA1

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CBA1 Founder, Ministry Consultant, & Leadership Trainer

Request Ushers' Training for Your Church:
https://cba1.org/cba1-engagement-request-form/

I. Example of Hospitality & Customer Service

Hospitality Training Guide: *My Pleasure! Delivering 2nd Mile Service*

Chick-fil-A's Commitment to Hospitality

- An atmosphere of _____ for _____ customers.
- A _____ experience for _____ customers.
- A _____ environment.
- "2nd Mile Service", going _____ and _____ customer _____.
- Every customer, on every _____, at least _____ element of *2nd Mile Service.*

**Chick-fil-A January/2019 Team Member Handbook*

Above and Beyond Believers' Expectations

What are believers' "basic expectations" regarding hospitality in the church?

What Does it Mean to Go the 2nd Mile for Believers Who Attend & Visit Our Churches?

Christian Hospitality Training:

EVERY believer will experience _____ _____ _____ every time the Body of Christ gathers in our church.

Exceptional Christian Hospitality

1. Serving children of God in a manner that exceeds their _____ and _____.
2. Constantly seeking ways to make children of God feel _____, _____, and _____ upon their arrival to worship services, Bible Studies, and congregation-wide ministry activities.
3. This includes both _____ and _____ gatherings of the children of God.

II. Biblical Examples of Christian Hospitality

The O/T Church of Jerusalem

The word "_____" is not a biblical term, but the concept of ushering is referenced as *Christian Hospitality* in the Word of God in five (5) different ways.

A. Temple _____ (1 Chronicles 9:2)
B. _____ (Psalm 84:10)
C. _____ (1 Chronicles 9:22-27)
D. Gatekeeper _____ (1 Chronicles 9:28-29)
E. _____ (Numbers 3:5-9)

II. Biblical Examples of Christian Hospitality (cont'd.)

A. The Temple Servant

*Now the first to resettle on their own property in their own towns were some Israelites, priests, Levites and **temple servants**.* (1 Chronicles 9:2)

Write your notes from 1 Chronicles 9:2 here:

Temple Servants

When the temple was rebuilt in Jerusalem, the first people to be reestablished were Israelites, priests, Levites and a group of people who served as _____ in the temple. One type of *Temple Servant* was a group called "_____".

B. The Doorkeeper - Greeters (Psalm 84:10)

As a Temple Servant, the primary location and purpose of the Doorkeeper was to keep watch over the _____ to the Temple.

Write your notes from Psalm 84:10 here:

C. The Gatekeeper (1 Chronicles 9:22-29)

Write your notes from 1 Chronicles 9:22-29 here:

Doorkeepers* vs. *Gatekeepers

Doorkeepers (Greeters): Temple servants who _____ _____ over the doors of the temple.

Gatekeepers (Elements of Trusteeship): Provided overall sanctuary "_____" to include:

- _____ the Gates (Doors)
- Unlocking & Securing the _____ _____
- _____ Rooms & Treasury
- Caring for Sanctuary _____ & _____

D. ***The "Levite" Ministry***
(Elements of _____ _____ ***&*** *_____)*

Write your notes from Numbers 3:5-9 here:

III. Biblical Christian Hospitality in Action:

5 Gateway Ministries of "Ushering" in the O/T Church of Jerusalem

Gateway: An entrance that can be closed by a gate.

Greek Definition: A large _____ or _____, typically in a wall, that serves as an _____ to a city, fortress, house, or other structure. The term can also be used _____ for any kind of access or threshold.

A. **Biblical Gateways (Meaning)**
Physically and Spiritually Ushering Believers into the _____ of the Lord

The Biblical Gateway

- Can either be actual or symbolic.
- Providing physical entry or spiritual access
- Refers to entry points to spiritual presence of God.

B. Five (5) Gateway Ministries of Ushering in the Church of Jerusalem

1. Parking Attendants' Gateway
2. Greeters' Gateway
3. Doorkeeper' Gateway
4. Virtual Gateway
5. Security Gateway

EACH gateway plays an essential role in _____ "_____" worshippers into the _____ of Christ-centered worship. EVERY believer should come in contact with at least _____ (____) of the five (5) Gateways during each gathering of the Body of Christ.

Gateway Ministry Planning Objectives

The Goal for ALL Gateways is to _____ the following "services" for _____ worship and ministry gatherings.

- _____ & Preparations
- Going Above & Beyond Members' _____
- Provide Attentive Personalized _____ to Worshippers
- "Closed", Behind-the-Scenes _____ Between All Five (5) Gateways.

1. Parking Attendants' Gateway

a. Parking Gateway Arrangements

i. Even if the lot is not full. The goal is to _____ worshippers into the _____ of the Lord the MOMENT they access the church's property.

ii. Show ALL worshippers that your Pastor, congregation, and ministry are _____ for their presence. This includes new and long-time members and "cousins".

iii. _____ worshippers that need assistance from the cars to the church entrance (i.e. bags, garments, inclement weather, etc.)



The Pheobe Ministry

Pronounced "FEE-bee"

SLC
Servant Leadership Classroom
The Church Business Administration Network

Deaconess Training

Embracing the Change:
2027 Deaconess Needs, Roles, & Responsibilities

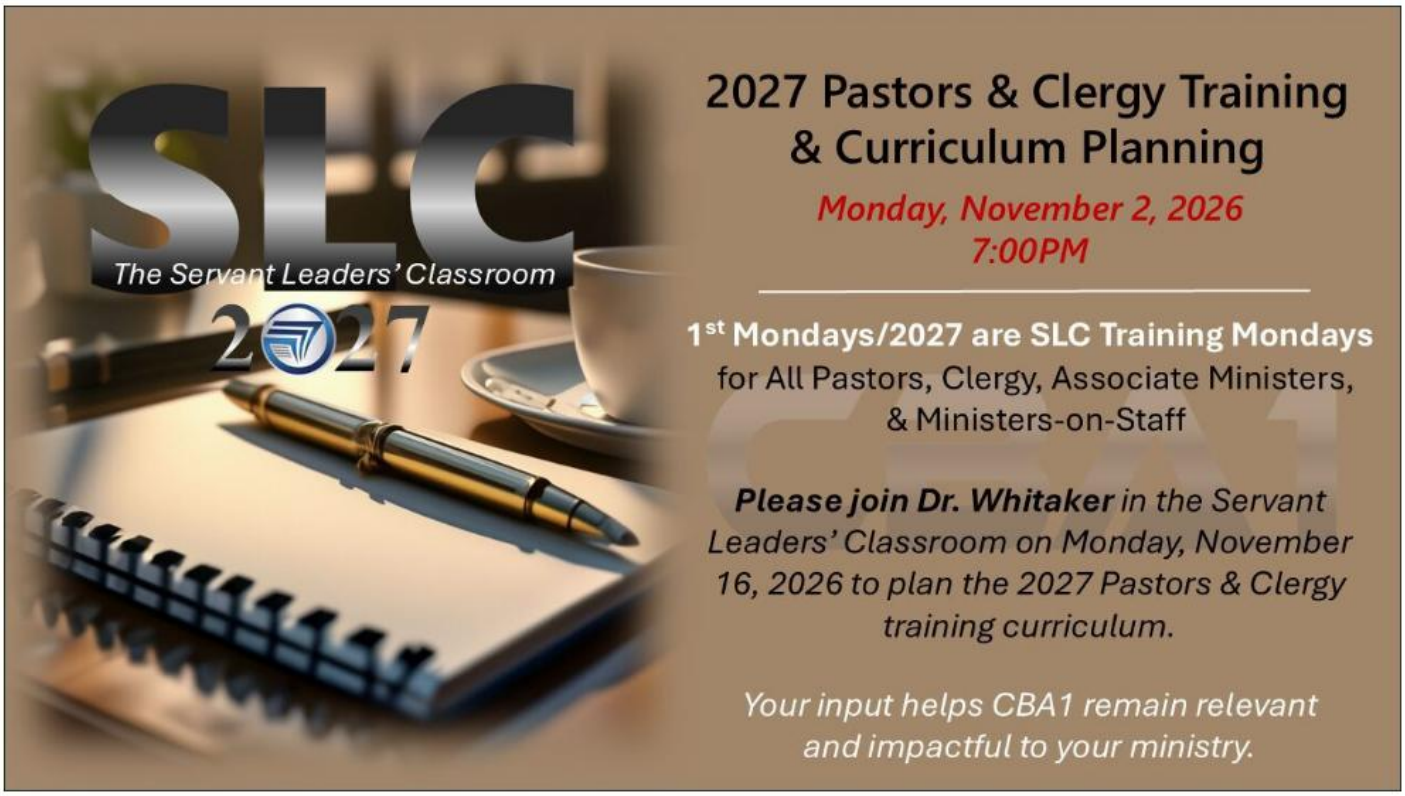
Monday, October 26, 2026 @ 7:00PM

*Now I introduce and commend to you our sister **Phoebe**, a deaconess (servant) of the church…*
help her in whatever matter she may require assistance from you, for she has been a helper of many, including myself.
Romans 16:1a & 2b (Amplified Bible)

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Meeting ID: 964 319 7945 **Passcode:** CBA1 **Conference Call:** (301) 715-8592


Strengthening Church Finances &
Improving Facility Care
During Winter/2026"
October 14, 2026
Arrive. Enjoy. Leave the Rest to Us!!!


SLC
The Servant Leaders' Classroom
2027
2027 Pastors & Clergy Training
& Curriculum Planning
Monday, November 2, 2026
7:00PM
1st Mondays/2027 are SLC Training Mondays
for All Pastors, Clergy, Associate Ministers,
& Ministers-on-Staff
Please join Dr. Whitaker in the Servant Leaders' Classroom on Monday, November 16, 2026 to plan the 2027 Pastors & Clergy training curriculum.
Your input helps CBA1 remain relevant and impactful to your ministry.

III-B. 5 Gateways of Ushering

1. Parking Attendants' Gateway (cont'd.)

b. Parking Gateway Purpose

i. Enable worshippers to know that you have _____ AND _____ for their arrival by "ushering" each worshipper to the space that you have "saved" for them.

ii. Treat EVERY worshipper as a _____ whose arrival has been planned complete with attendants to "guide" them to their designated parking space.

iii. Seek to provide an _____ entrance and parking experience for ALL worshippers. An unorganized experience in the Parking Attendants' Gateway can lead worshippers to a _____ and _____ disposition at all other gateways.

c. In What Ways Can the Parking Attendants' Gateway...

i. Plan & Prepare for Church-Wide Events?

ii. Go Above & Beyond Members' Expectations?

iii. Provide Attentive Personalized Care to ALL Who Access the Church's Facilities?

iv. Provide "Closed", Behind-the-Scenes Communication with the Other Four (4) Gateways?

d. Parking Gateway Etiquette

i. _____ believer, worshipper, attendee is a _____.

ii. Having persons with _____ to escort and assist believers to and from their cars during inclement weather.

iii. Welcome worshippers and ministry participants onto church premises with a *Welcome* _____, _____, or _____ of *Today's and Upcoming Church & Ministry Events* upon entry to church facilities.

iv. Contact the _____ _____ to let them know that a believer needs their assistance upon entry.

v. Assist believers with their "_____" (i.e. bags, strollers, items, etc.) into the church.

III - B. Five Gateways of "Ushering"

2. The Greeters' Gateway

a. Purpose & Protocol

i. The *Greeters' Ministry* is the "Gateway" from the _____ into the spiritual presence of the _____. *Greeters* should be attentive to the reality that ALL worshippers come to church with real "world" and "life" _____. No matter what is taking place in the Greeters' personal life, it is essential that worshippers be _____ in the _____ of Christ.

ii. Not everyone has the "spirit" to be a _____. Greeters must be pleasant, cordial, welcoming, and inviting to _____ members of the Body of Christ.

iii. Not everyone comes to church for _____ and to _____ the Lord. Some come to do harm to the church, its members, its worshippers, and its spirituality.

iv. *EVERY* Greeter has times when they are so troubled by life and the world that they are not in the right _____ to greet the *Body of Christ.*

b. In What Ways Can the Greeters' Gateway...

i. Plan & Prepare for Church-Wide Events?

ii. Go Above & Beyond Members' Expectations?

iii. Provide Attentive Personalized Care to ALL Who Access the Church's Facilities?

iv. Provide "Closed", Behind-the-Scenes Communication with the Other Four (4) Gateways?

III - B. Five Gateways of "Ushering"

3. The Ushers' Gateway

a. Responsibilities

i. _____ & _____ worshippers at the entrance to the sanctuary.

ii. Distribute _____ and worship-related _____ as needed for worship.

iii. _____ worshippers to areas that are available for seating.

iv. Assist with the collection of _____.

v. Provide attentive care to the _____ of all worshippers.

vi. Be _____ to the needs of the Pastor, choir, and those seated in the pulpit and choir loft.

b. Guidance

Ushers are called to ***guide*** and lead believers into a spiritual atmosphere of worship. Ushers are not called to be led by others into a place and atmosphere that others want to create. An usher cannot fulfill his/her place as an usher without having the _____ ***to*** _____.

c. The Spirit of the "Fruit"

Ushers ***guide*** worshippers into the presence of the Lord by using the _____ of the _____ _____. Each worshipper should receive at least one (1) fruit of the Holy Spirit every time they encounter a member of the Ushers' Ministry.

d. Protocol

i. Receiving EVERYONE (especially "cousins") in a _____ and _____ manner.

ii. Treating, receiving, and interacting with EVERYONE in a way that causes them to _____ being in your presence.

iii. Creating an atmosphere that is _____, _____, and _____ to the point that ALL desire to remain in and return to your church.

III - B. Five Gateways of "Ushering"

3. The Ushers' Gateway

e. Organization

i. The Ushers _____ at Least _____ _____ Early to Help Organize and Prepare for the Arrival of Worshippers and Ministry Attendees.

ii. _____ for believers who are on their way to church for worship/Bible Study.

iii. _____ any literature that is to be handed out (i.e. bulletins, special announcements, Bible study notes, etc.)

iv. _____ worship-related seating and items (i.e. reserved seating, special seating for guests, etc.)

v. Prepare _____ _____ and procedures for special-day collections.

vi. Be _____ of bulletin information and upcoming ministry events.

vii. Check for _____kits, bottled water, and "_____ _____" for unexpected needs and illnesses during worship service.

viii. Ensure that _____ are in good condition and available for use.

ix. Be attentive to the _____ _____ of are that is being used (i.e. sanctuary, chapel, etc.) and notify Deacons/Trustees of any.

x. Ensure that all _____ and _____ are tidy and prepared for worshippers.

f. In What Ways Can the Ushers' Gateway...

i. Plan & Prepare for Church-Wide Events?

ii. Go Above & Beyond Members' Expectations?

III - B. Five Gateways of "Ushering"

3. The Ushers' Gateway (cont'd.)

f. In What Ways Can the Ushers' Gateway...

iii. Provide Attentive Personalized Care to ALL Who Access the Church's Facilities?

iv. Provide "Closed", Behind-the-Scenes Communication with the Other Four (4) Gateways?

4. The Virtual Gateway

The Virtual Gateway is often an _____, _____, and "_____" gateway of service for many churches. The Virtual Sanctuary and Virtual sWorship Service reflect the church's ministry and provide unlimited opportunities to evangelize lost souls for Christ and new members for the church.

For each virtual worship service and ministry gathering, worshippers utilize at least three (3) of the five (5) Gateways to Worship & Ministry Services.

Gateways Used by Virtual Worshippers

a. Virtual _____
b. Virtual _____
c. Virtual _____

Attention should be given to ways to greet, guide, and serve these virtual gateways to ensure that your church's virtual worship and ministry experiences are as focused on _____ as possible.

**Prepare for new members to join using the Virtual Gateway.*

III - B. Five Gateways of "Ushering"

4. **The Virtual Gateway** (cont'd.)
   In What Ways Can the Virtual Gateway...

   a. Plan & Prepare?

   b. Go Above & Beyond?

   c. Provide Attentive Personalized Care?

   d. Communicate with the Other Four (4) Gateways?

5. **The Security & Safety Gateway**
   All gateways to Worship & Ministry Services should include Security and Safety measures to protect and safeguard the church's worshippers and property from "Internal & External Dangers".

IV. Recap of the Five (5) Gateway Ministries of "Ushering"

1. Parking Attendants' Gateway
2. Greeters' Gateway
3. Doorkeeper' Gateway
4. Virtual Gateway
5. Security Gateway