

CTK HOSPITALITY MINISTRY

TRAINING






Last Updated August 2024



AGENDA

1. Welcome & Introduction (10 mins)
2. Ministry Overview (10 mins)
 1. Vision & Mission
 2. Hospitality Overview
3. Logistics (20 mins)
 1. Role description
 2. Role requirements
 3. Scheduling
 4. Best practices
 5. Answering frequently asked questions
4. Parish Details & Next Steps (30 mins)
 1. Overview of parish life
 2. Church tour

MEET THE TEAM

	Name	Hospitality Role	Email
	Lauren Gornto	Hospitality Ministry Lead	Laurengornto@gmail.com
	Sandi Walker	CTK Staff Sponsor for Ministry	swalker@ctking.com
	Elizabeth Buyarski	Core Team	ebuyarski@ctking.com
	Emilie Kalejta	Core Team	Emilie.kalejta@gmail.com
	Francie Quigley	Core Team	Franciequigley@gmail.com



MINISTRY OVERVIEW

VISION & MISSION

Vision

Rooted in the Gospel and inspired by The Great Commission (Matthew 28: 16-20), the Hospitality Ministry strives to foster a greater sense of belonging and community to lead the parish into deeper relationship with Jesus Christ

Mission

To embody the love and compassion of Christ by creating a welcoming environment for all who enter our doors

Values

**Provide
Genuine
Hospitality**

**Share the Joy
of Christ**

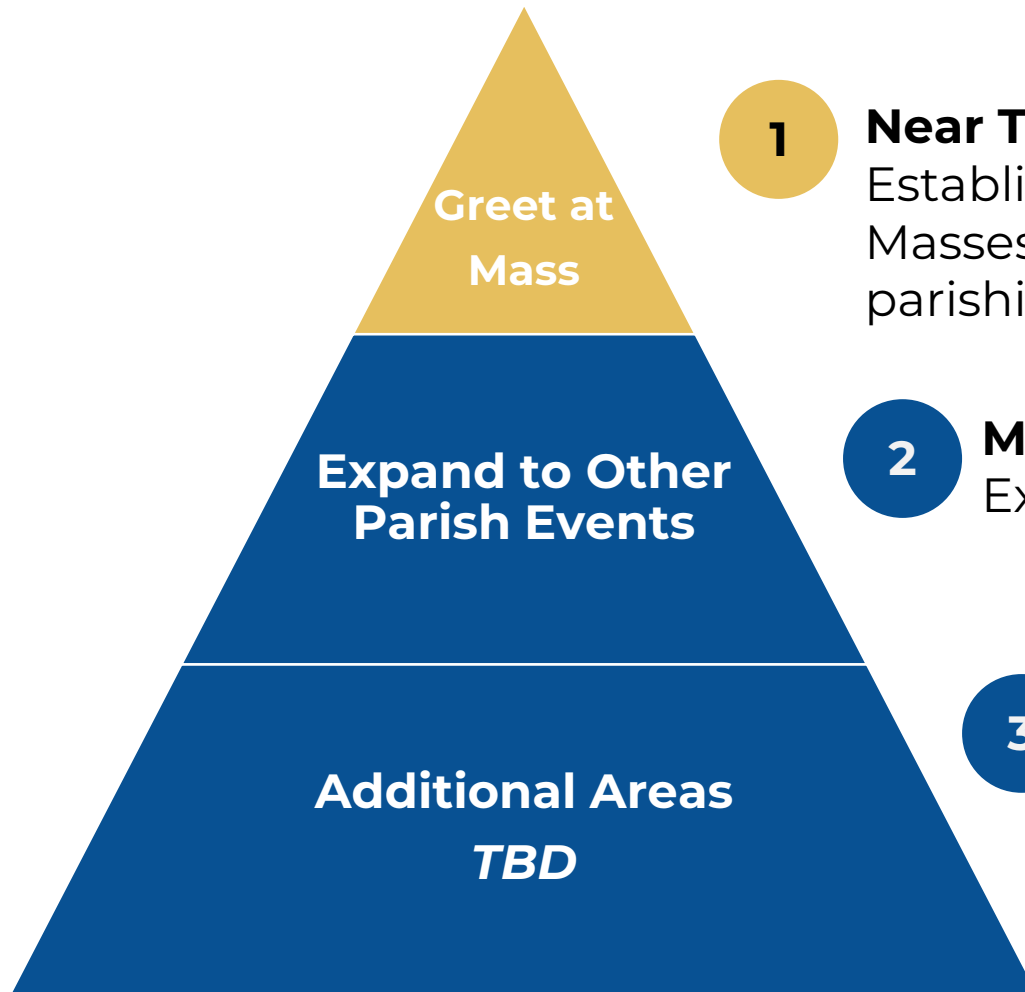
**Create
Community**

**Let the
Holy Spirit Lead**

Desired Outcomes

- Increased sense of belonging to the parish community
- Increased Mass attendance and participation in parish life (i.e. volunteering, giving, etc.)
- Deeper prayer and spiritual lives for parishioners
- Establish a culture of evangelization and eyes for the lost

MINISTRY FOCUS & ROADMAP



1

Near Term Focus (Summer-Fall 2024)

Establish a greeting ministry during weekend Masses to create a welcoming environment for parishioners

2

Mid-Term Focus (Winter-Spring 2025)

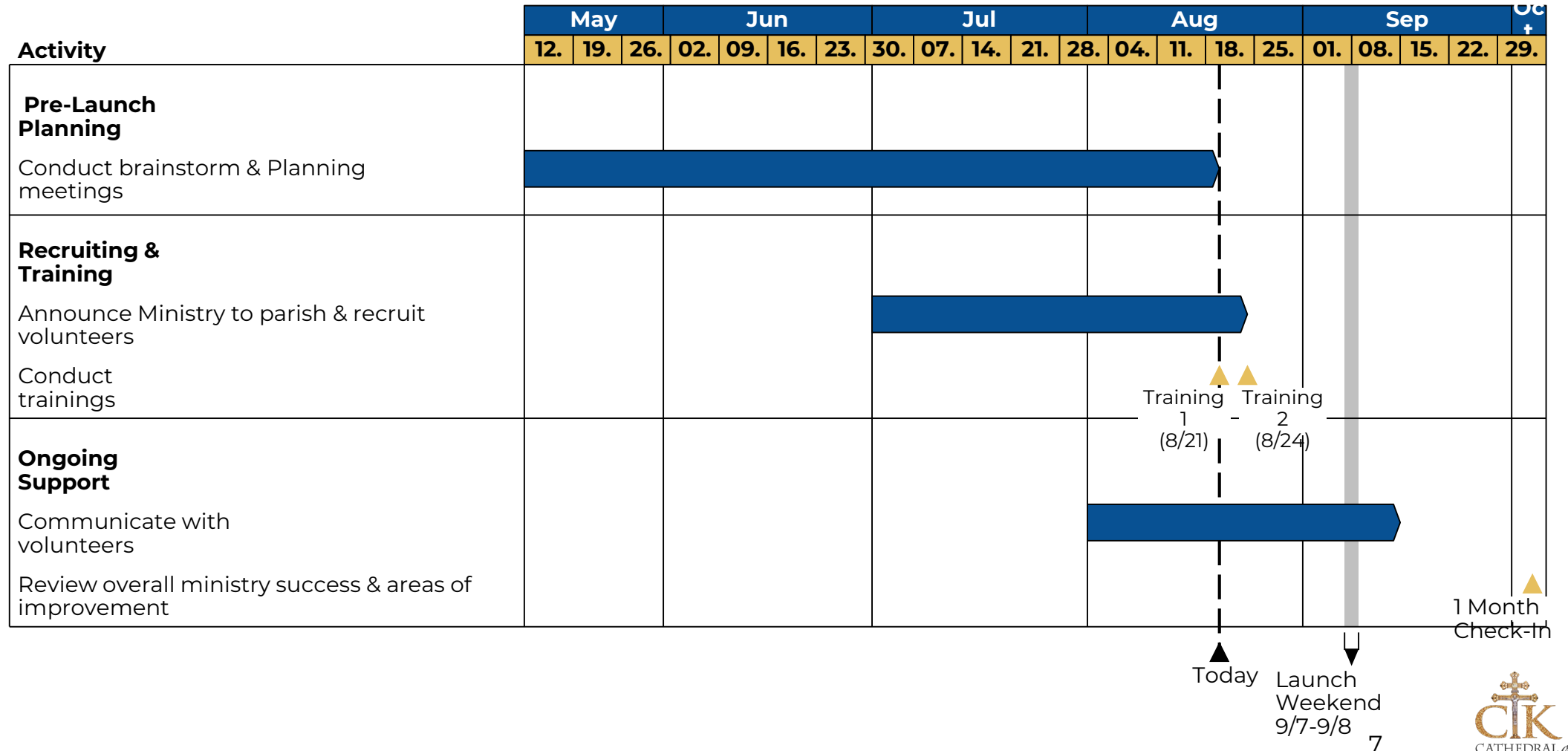
Expand greeting ministry to other parish events

3

Long-Term Focus (Summer 2025+)

Discuss additional areas of growth to increase hospitality

MINISTRY LAUNCH TIMELINE



WHAT IS HOSPITALITY?

The virtue of kindness and generosity toward guests

A charism that allows one to open their hearts and welcome as Jesus would

Why is it needed?

1	Aligned with Scripture	<ul style="list-style-type: none">• “I was a stranger and you made me welcome” – Matthew 25:36• “Is it not to share your food with the hungry and to provide the poor wanderer with shelter— when you see the naked, to clothe them, and not to turn away from your own flesh and blood?” – Isaiah 58:7
2	Encourages Discipleship	<ul style="list-style-type: none">• It is a means to engage our existing parish and increase involvement• Establishes a parish-wide culture of hospitality and care for others• Increases sense of belonging, Mass attendance, giving, and volunteer work
3	Prompts Evangelization	<ul style="list-style-type: none">• It is a means to reach the un-churched and de-churched<ul style="list-style-type: none">• 25% of Americans identify today as “none” (i.e. no religion)¹• 10% of American adults are now “former Catholics”¹• Intentionally pursues the “one”<ul style="list-style-type: none">• “If a man has 100 sheep, but 1 sheep gets lost, he will leave the other 99 sheep on the hill. He will go to look for the lost sheep.” – Matthew 18:12

¹ “New Stats on Why Young People Leave the Church” by Brandon Vogt

COMPONENTS OF HOSPITALITY

Signage	Church Entrance/ Accessibility	Parking Experience	Greeters
Worship Aid	Welcome Kiosk/Table	Ushers	Meals & Coffee House
Pre-Mass Greeting/ Announcement	Parish Website	Parish Social Media	Follow Up for Newcomers

A photograph of a religious procession, likely a Holy Week event, with a blue color overlay. In the center, a person in white vestments carries a large, ornate sunburst-shaped object. To the right, a priest in white vestments holds a book. Several men in white shirts and trousers carry tall, dark poles that support a canopy or banner at the top. A crowd of people, including women in floral dresses, follows behind. The background shows a street with buildings and street lamps.

LOGISTICS

ROLE DESCRIPTION & REQUIREMENTS

Role Description

- Stand at the doors before and/or after Mass for 15 minutes
- Greet attendees and create a welcoming environment
- Answer questions as needed
- Volunteer 2x monthly

Role Requirements

- ✓ Registered and active CTK parishioner
- ✓ Attend hospitality ministry training (today)

SCHEDULING

How to Sign Up for a Shift

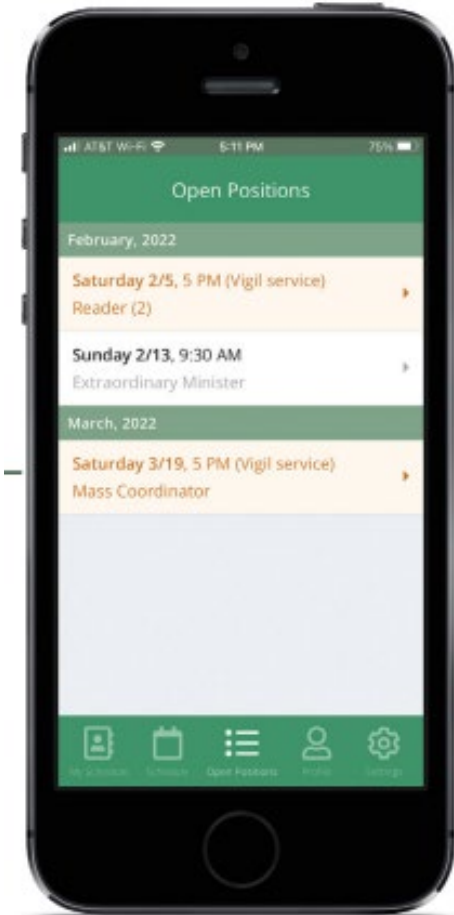
- All scheduling and volunteer shifts will take place in Ministry Scheduler Pro (MSP)
- 15-minute shifts will be available before and after each weekend Mass
- Only trained volunteers can access scheduling
- Printable Guide - <https://ministryschedulerpro.com/resources/WebTerminalGuide.pdf>
- Video Tutorial - <https://ministryschedulerpro.com/help-center/tutorials/49/>
- If you need to cancel or reschedule, please use MSP and post a sub request

Benefits

- Hub for all CTK Liturgical ministry sign-ups (one stop shop)
- Sign up and check your schedule from anywhere
- Find a substitute when you can't make it
- Accessible via web or mobile app

Tips

- Leverage the mobile app
- Sign up for multiple shifts at a time (i.e. one month in advance)



GREETING LOGISTICS

<p>1</p>	<p>Show Up & Sign In</p>	<ul style="list-style-type: none"> • Greeting shifts are 15 minutes before and/or after Mass • Arrive 5 minutes early to your shift to allow for time to check in and to assume your position • Sign-in using your phone. You can leave any bags in the usher closet¹ • Grab a Hospitality Minister nametag from the closet located at the front of the church • Meet outside the narthex doors with the other volunteers and determine your position based on the # of volunteers <ul style="list-style-type: none"> • Priority: 1) Narthex doors (outside), 2) St. Joseph side (inside), 3) St. Mary side door (outside) • On a nice weather day, volunteers should stand outside of the church doors • On inclement weather days, greeters will share space with the ushers just inside the church
<p>2</p>	<p>Greet Attendees</p>	<ul style="list-style-type: none"> • Welcome Mass attendees to Christ the King <ul style="list-style-type: none"> • “Welcome to CTK” • “Welcome to Mass” • “I’m glad you’re here” • “Happy Sunday” • Answer questions as needed (i.e. bathroom, how to get involved, upcoming events) • Pass the Mass attendee onto the usher for a worship aid or assistance with seating
<p>3</p>	<p>Return Name Badge</p>	<ul style="list-style-type: none"> • Return your name badge to the ministry closet

- If significant challenges arise, please contact your assigned Mass Leader or Lauren Gornto (336) 684-1740.
- In case of emergency, please call 911. In circumstances where you witness an incident that results in an injury to a person or damage to the property, please complete an accident report (found in the usher closet) and leave it at the reception desk. Only one report is required per incident.

¹ CTK is not responsible for any lost or missing items

BEST PRACTICES

1. Effective Communication

- **Warm Welcome:** Start with a friendly greeting like "Good morning" or "Welcome to CTK" or "I'm glad you're here"
- **Introduce Yourself:** If appropriate, introduce yourself by name and ask for theirs.
- **Be Engaging:** Show genuine interest in the person you're greeting; a simple "How are you today?" can go a long way.
- **Provide Information:** Be prepared to answer basic questions about the Mass, facilities, and any special events.

2. Positive Body Language

- **Smile & Wave:** A genuine smile and a gentle wave sets a welcoming tone.
- **Eye Contact:** Maintain eye contact to show attentiveness and respect.
- **Open Posture:** Stand up straight with an open stance, avoiding crossed arms or hands in pockets.
- **No Phone:** Please refrain from using your phone while volunteering unless you are looking up something for someone you are helping.

3. Inclusivity and Sensitivity

- **Respect Diversity:** Be mindful of different backgrounds, cultures, and needs.
- **Accommodate Needs:** Offer assistance to those who might need it, such as the elderly, parents with young children, or people with disabilities.
- **Listen Actively:** Pay attention to any concerns or questions. Listening is just as important as speaking.

4. Tips for Success

- **Consistency:** Greet every attendee with the same enthusiasm and respect.
- **Team Coordination:** Work with fellow greeters to ensure everyone feels welcome and that no one is overlooked.

FREQUENTLY ASKED QUESTIONS

Mass & Sacramental Information	At what times does CTK have Sunday Mass?	<ul style="list-style-type: none"> • Saturday – 4pm • Sunday – 7:30am, 9am, 10:30am (Church + Hyland Center), 12pm, 1:30pm (Spanish), 4pm, 5:30pm
	At what times does CTK have daily Mass?	<ul style="list-style-type: none"> • Monday-Friday – 6:45am, 8:10am, 12:10pm • Thursday – 7pm (Spanish) • Saturday – 8:10am
	At what times does CTK have Confession?	<ul style="list-style-type: none"> • Saturday – after 8:10am Mass, 3-3:50pm • Tuesday + Thursday – 7:15-7:45am • Thursday – 6-6:45pm (Spanish)
	How do I receive other sacraments (Baptism, Confirmation, Marriage, Anointing of the Sick)?	<ul style="list-style-type: none"> • Additional information regarding how to receive Baptism, Confirmation, and the Sacrament of Holy Matrimony can be found on CTK’s website or by contacting the parish office. • Anointing of the Sick is offered quarterly or by special appointment by calling the parish office.
	How do I request a funeral?	<ul style="list-style-type: none"> • To make funeral arrangements, please contact Linda Dyson (contact information is on the parish website).
	Can I receive communion if I am not Catholic?	<ul style="list-style-type: none"> • Catholics believe that Holy Communion is the very Body and Blood, Soul and Divinity of Jesus Christ. To receive Communion is to express full communion with the Holy Catholic Church and her teachings. It is a very special and sacred practice for Catholics. Therefore, Holy Communion is reserved for only Catholics who are prepared to receive. Non-Catholics and Catholics who are not prepared to receive can approach the minister and cross their arms or they can remain in their pew. All are invited to join the Communion feast once they are fully prepared.
	How do I become Catholic or enroll in RCIA (Rite of Christian Initiation for Adults)?	<ul style="list-style-type: none"> • Contact Bernadette Flowers (contact information is on the parish website).

FREQUENTLY ASKED QUESTIONS

Children & Family	Is there a nursery or Children's program during Mass?	<ul style="list-style-type: none"> • Yes – the nursery is open for children between 6 months and 4.5 years. The nursery is open for the 9am, 10:30am, 12pm, and 1:30pm Mass times • The nursery is located downstairs near the parish office. • Children's Liturgy of the Word takes place during the 9am Mass for children from four years old through the third grade.
	Is there a cry room?	<ul style="list-style-type: none"> • No – CTK does not have a cry room. Parents are encouraged to bring their children to Mass and excuse themselves as needed. You can listen to Mass in the gathering space on the speakers.
Location Information	Where do I park?	<ul style="list-style-type: none"> • Our parking deck is located at the corner of Peachtree Road and Peachtree way.
	Where are the restrooms located?	<ul style="list-style-type: none"> • The restrooms are located through the double doors on the right side of the church. Exit the doors and they are found on your right.
	Where are the confessional located?	<ul style="list-style-type: none"> • The confessionals are located through the double doors on the right side of the church. The confession line forms in the hallway outside of Kenny Hall.
	Where is the Adoration Chapel?	<ul style="list-style-type: none"> • The Adoration Chapel is located in the outer sacristy at the front of the Church. You can enter from the inside of the Church by going up the stairs and through the door to the left of the altar. Adoration is 24 x 7, only assigned guardians may access the Chapel from 9pm-6am.
	Where is the parish office?	<ul style="list-style-type: none"> • The parish office is located downstairs and can be accessed from the exterior doors on the ground floor at the front of the church or by the interior stairs from the upper floor outside of Kenny Hall.

FREQUENTLY ASKED QUESTIONS

Parish Involvement	Are there any special services or events happening today?	<ul style="list-style-type: none"> Hospitality Ministers can refer to the weekly email with key events.
	How do I learn more about CTK's other ministries?	<ul style="list-style-type: none"> CTK has dozens of ministries for families, teens, and adults, ranging from formation opportunities, to service opportunities, to recreational and social opportunities. A full list of ministries can be found on the parish website.
	Where can I find the parish bulletin?	<ul style="list-style-type: none"> The parish bulletin can be found at the front of the Church (ask an usher) or online on our website.
	How do I donate or tithe?	<ul style="list-style-type: none"> You can donate with cash or check by placing it in the offertory baskets during the Mass. CTK is unable to track cash tithes (for the purposes of being "active" – godparents, school admission, weddings, etc.) You can also scan the QR code in the pew to donate online or visit our website.
	How do I become a member of the parish?	<ul style="list-style-type: none"> You can register to become a parishioner on our website.
	How do I become a Hospitality Minister?	<ul style="list-style-type: none"> Please email hospitality@ctking.com to learn about upcoming trainings to get involved or visit the Hospitality webpage online.
Pastoral Care	How can I speak with a priest?	<ul style="list-style-type: none"> Please contact our priests using the published addresses on the website.

PARISH DETAILS



CTK FUN FACTS

- 1. Historical Background:** The Cathedral of Christ the King was established in 1936, making it one of the oldest Catholic parishes in the Atlanta area. It was designated a cathedral in 1956 when the Diocese of Atlanta was elevated to an archdiocese.
- 2. Cornerstone & Dedication:** The cornerstone for the church was blessed and laid on October 31, 1937, the original day for the Feast of Christ the King. The Cathedral was formally dedicated on January 18, 1939.
- 3. Architectural Style:** The cathedral is built in the Gothic Revival style, which is characterized by its pointed arches, ribbed vaults, and flying buttresses. Its architecture is designed to evoke the grandeur and reverence associated with medieval European cathedrals.
- 4. Notable Artifacts:** The cathedral houses a number of significant religious artifacts, including beautiful stained glass windows and a pipe organ that is used during Masses and special concerts.
- 5. Community Involvement:** Christ the King Cathedral is known for its active community involvement. It hosts various ministries and outreach programs, support for the homeless, and educational initiatives. CTK participates in ecumenical activities with other churches in Atlanta each year on Good Friday.
- 6. Location and Size:** Located in the Buckhead neighborhood, the cathedral sits on a spacious campus that includes not only the church but also a school, and other facilities. Its prominent location and size make it a key landmark in the area.
- 7. Educational Facilities:** The cathedral operates the Christ the King School (independent Catholic school), which provides education from kindergarten through eighth grade. The school is known for its strong academic program and emphasis on Catholic values. Christ the King also operates a preschool at Second-Ponce for children ages one through four. Christ the King used to have an all-girls High school. Men attended Marist, while women attended Christ the King. When the archdiocese opened up St. Pius, CKS High School closed.
- 8. Special Events:** The cathedral hosts numerous special events throughout the year, including religious celebrations, concerts, and community gatherings. It is a popular venue for weddings due to its stunning architecture and central location.
- 9. Visiting Dignitaries:** Over the years, the Cathedral of Christ the King has hosted many well-known Atlanta business owners and notable religious and political figures, including visits from various bishops, and cardinals.
- 10. Parish Size:** Christ the King is one of the largest parishes (over 5,500 families) in the Archdiocese of Atlanta, serving thousands of parishioners. It offers multiple Masses each week to accommodate the large number of attendees.

OVERVIEW OF PARISH LIFE (1 OF 3)

Archbishops & Bishops



The Most Reverend Gregory
John Hartmayer, OFM,
Conv.
Archbishop of Atlanta



The Most Reverend Joel M
Konzen, S.M.
Auxiliary Bishop of Atlanta



The Most Reverend Bernard
E. Shlesinger III
Auxiliary Bishop of Atlanta



The Most Reverend John
Nhan Trần
Auxiliary Bishop of Atlanta



Rev. Monsignor Francis G. McNamee
Rector
404-233-2145



Rev. Daniel Ketter
Parochial Administrator
404-233-2145



Rev. Mr. Chris Andronaco
Permanent Deacon
404-293-3633



Rev. Mr. Sam Fraundorf
Permanent Deacon
404-233-2145



Rev. Juan Carlos Villota Viteri
Parochial Vicar
404-233-2145



Rev. Jared Kleinwaechter
Parochial Vicar
404-233-2145



Rev. Mr. Bruce Goodwin
Permanent Deacon
404-275-0578



Rev. Mr. John McManus
Permanent Deacon
404-233-2145



OVERVIEW OF PARISH LIFE (2 OF 3)

- **Mass Times**
 - *Sunday Mass*
 - Saturday 4pm
 - Sunday 7:30am, 9am, 10:30am (Church + Hyland Center), 12pm, 1:30pm (Spanish), 4pm, and 5:30pm
 - *Daily Mass* - Monday-Friday at 6:45am, 8:10am, and 12:10pm, 8:10am on Saturdays, and 7pm on Thursdays (Spanish)
- **Confession Times**
 - *Saturday* – After 8:10am Mass or 3-3:50pm
 - *Tuesday/Thursday* – 7:15-8:45am
 - *Thursday* – 6-6:45pm (Spanish)
- **Adoration**
 - *Holy Hours* – Wednesday at 1pm, Thursdays at 6pm
 - 24 x 7 Perpetual Adoration Chapel (9pm-6am is closed to assigned guardians only)
- **Upcoming Events** – Key events sent to volunteers weekly to share
- **Next Steps**
 - Register as a parishioner
 - Try out a Ministry
 - Receive a Sacrament/Become Catholic

OVERVIEW OF PARISH LIFE (3 OF 3)

Parish Ministry Opportunities

Know	Love	Serve	Music	Outreach & Pastoral Care	Children & Youth
<ul style="list-style-type: none"> • 20/30s Something • Adoration Guardian • Bible Studies • Believes • Legion of Mary • Rosary Group • St. Maximilian Kolbe Toastmasters Club • RCIA Sponsors 	<ul style="list-style-type: none"> • Bereavement Support • Women's Club • Men's Club • Knights of Columbus • Prayer Chain • Small Groups • Senior Adult Luncheons • Young Marrieds 	<ul style="list-style-type: none"> • Ushers • Lectors • Extraordinary Ministers of Holy Communion • Altar Servers • Hospitality Ministry • Flower Guild • Wedding Guild • Sweet Saints 	<ul style="list-style-type: none"> • Choir • Ensemble • Hispanic Choir • Children's Choir • Lifeteen Band 	<ul style="list-style-type: none"> • Adopt a Family • Card Ministry • Communion to the Sick • Funeral Reception Team • Knitting/Prayer Shawl • Summer Lunch Making • Prayer Chain • Respect Life • Sandwich Making for Shelters • Snack Bag Making • St. Vincent de Paul • Stephen Ministry 	<ul style="list-style-type: none"> • Parish School of Religion • Children's Liturgy of the Word • Nursery • YoungChurch Core • Seasonal Activities

PROVIDING HELP AND HOPE
TO NEIGHBORS IN NEED

ACCEPTING:
CLOTHES
FURNITURE
CARE

CLOSING

WINTER
WOOLIES
COLLECTION



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NEXT STEPS

1. Sign-up for your first volunteer shift – We launch 9/7-9/8!
2. Share this ministry with a friend at the parish

MAP & CHURCH TOUR



Key Places to Know

- Main Church
- Restrooms
- Parking Garage
- Parish Offices
- Kenny Hall
- Hyland Center
- Greenspace

A blue-tinted photograph of a church altar. In the center, a crucifix is mounted on a decorative wall. Below the crucifix, the letters 'CTK' are displayed in a white, serif font. The altar is flanked by two large, ornate vases. In the foreground, there are several liturgical items, including a chalice and a ciborium. The background shows the interior of a church with high ceilings and architectural details. An 'EXIT' sign is visible on the left side of the image.

CTK