

CHAPTER 13

17 IN THIS VOLUME

# Dignified Entry.

## USHER SUPERVISOR

*Ushers greet the family and the visiting chief with the same dignity, seat a thousand uniformed officers in the right sections in the right order, and stand quietly at the back ready to fetch water or close a door.*

The Usher Supervisor builds, briefs, and deploys this team — often forty to sixty officers strong — and turns what would otherwise be a chaotic inflow of thousands into a service that begins calmly, seats everyone with respect, and ends cleanly.

Silent, not invisible. Ushers should be noticed when they are needed and otherwise blend into the back of the sanctuary. Train for the soft voice, the small nod, the discreet hand on the elbow.

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## PRACTICAL GUIDANCE – FROM AGENCIES WHO HAVE DONE THIS

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- 01 **Brief in person, and brief in writing.** 30-minute in-person briefing plus a printed one-pager in every usher's pocket.
- 02 **Over-staff the main doors, under-staff the side doors.** Traffic bunches at the entrance the family uses; everywhere else, fewer ushers are needed.
- 03 **One usher stays with the family room.** Whatever else happens, there is always someone at that door.
- 04 **Silent, not invisible.** Ushers should be noticed when needed and otherwise blend into the back.
- 05 **Guard the reserved pews with your life.** A well-meaning but un-briefed guest in the family's pew is a crisis.
- 06 **Walk the building during the service.** Two ushers, silent loop, checking doors, restrooms, family room, AV booth, press area.
- 07 **The exit is the choreography.** Ushers execute the Church Exit Plan; deviations explained politely but held firmly.

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## MODERN CONSIDERATIONS • 2026

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- **Digital seating chart.** Tablet version in the lead usher's hand at each door; updates in real time.
- **QR-coded program.** Linking to full digital program with livestream, music credits, photo gallery.
- **Encrypted messenger group.** For cross-door coordination, instead of unencrypted SMS.
- **Trauma-response briefing.** AED location, EMS entrance, water, restroom, fainting protocol.
- **Silent hand-signal vocabulary.** Lead ushers rehearse signals (need EMS, need water, family returning) to avoid radio traffic.

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## TURN THE PAGE FOR THE CHECKLIST →

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CHECKLIST 13 • HONORING THE FALLEN

# Usher Supervisor checklist.

*A working one-page reference. Begin at first assignment; complete through service close.*

## PRE-SERVICE

- |                                                                                     |                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <input type="checkbox"/> Build usher roster (church, interment, reception).         | <input type="checkbox"/> Walk the venue: every doorway, aisle, reserved section.    |
| <input type="checkbox"/> Build priority seating chart with Dignitaries Coordinator. | <input type="checkbox"/> Confirm casket entry / exit choreography with Honor Guard. |
| <input type="checkbox"/> Confirm Class-A uniform standard.                          | <input type="checkbox"/> Arrange arm bands, white gloves, radios, briefing packet.  |
| <input type="checkbox"/> Schedule briefing 2+ hours before first guest arrives.     |                                                                                     |

## FUNERAL SERVICE

- |                                                                     |                                                                            |
|---------------------------------------------------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> Reserved seating name cards placed.        | <input type="checkbox"/> Trauma-response, AED, and paramedic info briefed. |
| <input type="checkbox"/> Church access roster issued.               | <input type="checkbox"/> Ushers for VIP escort and seating.                |
| <input type="checkbox"/> Outside formation and crowd control.       | <input type="checkbox"/> Family-room door covered continuously.            |
| <input type="checkbox"/> Phone / photo / livestream policy briefed. | <input type="checkbox"/> Reserved usher parking confirmed.                 |

## INTERMENT

- |                                                                              |                                                                                          |
|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Memorial-park diagram and formation diagram issued. | <input type="checkbox"/> Usher assignments at interment.                                 |
| <input type="checkbox"/> Meeting and seating immediate family.               | <input type="checkbox"/> Showing agency, dignitaries, honor guards to formation.         |
| <input type="checkbox"/> Establishing law-enforcement formation.             | <input type="checkbox"/> Showing media to press area; holding press boundary.            |
| <input type="checkbox"/> Assisting mobility-impaired attendees.              | <input type="checkbox"/> Signal motor lieutenant when family is ready (motorcade start). |