



**HELPING YOUR CUSTOMERS TO
FEEL WELCOME WHILE VISITING
THE STATE OF ISRAEL**





Etiquette While Dealing with Other Faiths

By- Gary L. Krupp KC*SG OStJ - To see the work of the Pave the Way Foundation please visit our website at www.ptwf.org Special thanks to Father Murray Watson, of London Ontario, Linda Simpson PTWF New York and Bennett Solberg PhD PTWF Washington DC for their assistance.

Tourism, and the income it produces, is essential to diminish financial strife and poverty, which can result in less violence. Although tourism represents only seven percent of the Israeli economy it is a very large percentage of the Palestinian economy. Obviously, when people are working and there are many foreign visitors present, incidents of violence are reduced. Everyone can help to achieve the goal **live “Shalom and Salaam” –don’t just say it.**

Guests who come to Israel, typically, will only learn about the country from the international media, which usually only reports the conflicts and negativity. Guests also learn of Israel from their clergy and friends, who have had previous visits. By in large most of the visitors who travel to Israel have a deep religious motive for coming and that is what brings them to the Holy Land.

All Israelis know, first hand, how tourism literally dries up when conflicts erupt. Since we have no control over how the international media reports events in Israel, we must make every effort to encourage tourism and maintain continuity with the means we do have control over. I am speaking about the religious pilgrimages and word of mouth. If we are successful in maintaining high levels of tourism then the results can be reflected in possibly reducing conflicts.

You must remember that the people who visit Israel are your customers. Like in any business, one wants to treat their customers well, so that they will return and tell their friends to visit. These visitors are the best messengers of a positive experience and they will send this information loud and clear to others. Whether this information is positive or negative is entirely up to you and one person can make a major difference. You are all first line diplomats for Israel because you are the first Israelis and the last Israelis these visitors will meet.

The religious people who arrive at the Airport come from every religion and walk of life. Courteous salutations are very much appreciated by these people, many of whom have come to Israel for a spiritual experience. When they depart, and they have had a wonderful spiritual experience it is essential that they go through the security questioning experiencing the same positive feeling of their trip. When this happens, Israel makes a new friend who will recommend many others to follow. Obviously the opposite is true as well.

At their departure, most people will not object to questioning when they are told why you are asking these questions. For example if you ask: “Has your luggage been in your possession from the time you packed it?”, you can explain that something can be put in your bag while the hotel is holding it in storage or when you go to the lobby in a separate elevator from your bags. Such an explanation makes sense, and your customer will fully understand. The more information the passenger gets, relative to your questions, the better. Everyone wants to feel safe and you should let them know that your primary interest is their safety. You can always begin your questioning by asking: “How did you enjoy your trip to Israel?” You can be an important link to the ministry or tourism, if you gather this information. If the visitor had a problem, you should note this and report it to your superiors, so that directed remedies can be applied for the future.

Recognizing Religious Leaders by their Dress

You should be aware that there are 2.3 billion Christians worldwide representing nearly 40% of the world's population. Christians are by far the largest group to visit Israel each year and have been throughout the history of the region. Catholics make up the largest of the Christian Churches with 1.2 billion, the balance of Christians are in many Protestant and Orthodox churches. These may include Evangelicals, Baptists, Lutherans, Methodists, Mormons, Presbyterians, Church of Christ, Anglicans, Episcopalians, Greek Orthodox, Russian Orthodox, Serbian and Macedonian Orthodox and many others, numbering 1.1 billion. There are New Age religions you may come across like the Church of Scientology as well the Eastern religions of Buddhism, Hinduism and so on. The bottom line is that we always need to be respectful of the members of the other faiths.

Many of the large groups of pilgrims, from the Christian churches, are led by ministers and priests. It is important to recognize who these people are and that keeping them happy is essential.

In 1978 one Catholic priest was caught trying to smuggle arms through airport security. Ever since that day almost every priest, who passes through the security has been suspect and many times subjected to rude interrogation and questioning. This event of thirty years ago, which has never been repeated, has been the reason priests and ministers have chosen to travel in civilian clothes so they do not subject themselves to what they consider humiliating and insulting treatment. We need to deal with this reality, if we wish to dramatically increase tourist visits to Israel.

That being said, there are many priests, Brothers and Deacons who may choose to wear their clerical clothing. I want to show you some examples (below) of the different clerical collars, sometimes called the Roman Collar. The ministers, who wear clerical collars, may be from various Christian religions. Catholics, Episcopal and Lutheran ministers, religious Brothers and Deacons all wear clerical collars, just to name a few. There are many styles of clerical collars a priest or minister might wear.

Below, left to right- Cardinal Egan is wearing two different collars while Monsignor D'Arienzo is wearing a gray collar, Bishop Murphy is wearing a black formal collar and Archbishop D'Ambrosio is wearing a simple collar with his pectoral cross. The two ministers are wearing a collar that is a solid white band. Many priests coming from tropical countries (African, South America, etc. wear WHITE Roman collars (and sometimes white cassocks), which are not as immediately visible. A full Bishop's cassock is below. This, may also be worn by priests, but will not have the stole around the shoulders.



WHEN YOU MEET ANY PRIEST, A MINISTER OR RELIGIOUS BROTHER OR DEACON, THE EASIEST SALUTATION, WHICH WILL BE ALWAYS BE APPRECIATED IS **"REVEREND"**. BASICALLY, EVEN THOUGH OTHER GREETINGS MIGHT BE MORE APPROPRIATE. ALL WILL RESPOND POSITIVELY IF YOU RESPECTFULLY CALL THEM **REVEREND**.

The Following Chart is an abbreviated simple list of the more formal salutation when you are confronted with Christians. The chart can be viewed on line at:

<http://www.deskdemon.com/pages/uk/events/formsaddress>

PERSON	LETTER GREETING	SPOKEN GREETING	FORMAL INTRODUCTION
The Pope	Your Holiness or Most Holy Father	Your Holiness or Most Holy Father	His Holiness, the Holy Father; the Pope; the Pontiff
Cardinals	Your Eminence or Dear Cardinal Jones	Your Eminence or Cardinal Jones	His Eminence, Cardinal Jones
Bishops	Your Excellency or Dear Bishop (Archbishop) Jones	Your Excellency or Bishop (Archbishop) Jones	Bishop Jones.
Canon	Dear Canon	Canon	Canon Jones.
Monsignor	Reverend Monsignor or Dear Monsignor	Monsignor Harding or Monsignor	Monsignor Harding
Priest	Reverend Father or Dear Father Jones	Father or Father Jones	Father Jones
Brother or Deacon	Dear Brother (Deacon) John or Dear Brother	Brother (Deacon) John or Brother	Brother (Deacon) John
Sister	Dear Sister Mary Marshall or Dear Sister	Sister Mary Marshall or Sister	Sister Mary Marshall
Protestant Clergy	Dear Dr. (or Mr., Ms.) Jones	Dr. (or Mr., Ms.) Jones	The Reverend (or Dr.) John Jones
Bishop (Anglican/Episcopal)	Dear Bishop Jones	Bishop Jones	The Right Reverend John Jones, Bishop of Detroit
Rabbi	Dear Rabbi Schwartz	Rabbi Schwartz or Rabbi	Rabbi Arthur Schwartz

Islam*

Islam is a monotheistic religion originating with the teachings of Muhammad, a 7th-century Arab religious and political figure. The word Islam means "submission," or the total surrender of one's self to God. Islam's adherents are known as Muslims, meaning "one who submits (to God)". There are 1.3 billion Muslims, making Islam the second-largest religion in the world, after Christianity.

Muslims believe that God revealed the Qur'an to Muhammad, God's final prophet, and regard the Qur'an and the Sunnah (the words and deeds of Muhammad) as the fundamental sources of Islam. They do not regard Muhammad as the founder of a new religion, but as the restorer of the original monotheistic faith of Abraham, Moses, Jesus, and other prophets. Islamic tradition holds that Judaism and Christianity distorted the messages of these prophets over time either in interpretation, in text, or both.

Islam includes many religious practices. Adherents are generally required to observe the Five Pillars of Islam, which are five duties that unite Muslims into a community. In addition to the Five Pillars, Islamic law (Sharia) has developed a tradition of rulings that touch on virtually all aspects of life and society. This tradition encompasses everything from practical matters like dietary laws and banking to practices like jihad.

Almost all Muslims belong to one of two major denominations, the Sunni and Shi'a. The schism developed in the late 7th century following disagreements over the religious and political leadership of the Muslim community.

Roughly 85 percent of Muslims are Sunni and 15 percent are Shi'a. Islam is the predominant religion throughout the Middle East, as well as in parts of Africa, Central Asia, Southeast Asia, and South Asia. Large communities are also found in China, Western Europe, the Balkan Peninsula, and Russia. Only about 20 percent of Muslims come from Arab countries

* As defined in Wikipedia

The **Grand Mufti of Jerusalem** Al Shiekh Mohamad Ahmad Husean- you would call him **Mufti** is a senior cleric of the Islamic faith and the orator of the Al Aqsa Mosque. Other Islamic clergy are called **Imams or Ayatollahs** and you should use that term when addressing them.



Christian Orthodox*

Within Christianity, the term occurs in the Eastern Orthodox, Western Orthodox, and Oriental Orthodox churches as well as in Protestant denominations like the Orthodox Presbyterian Church.

The Eastern Orthodox Churches harken back to the original forms of worship; for example, the Nicene Creed is viewed as created at the First Council of Constantinople in 381, in contrast to the Roman Catholic church, which uses the Nicene creed with the addition of the phrase 'and the Son'.

This change is one of many causes for the Great Schism formalized in 1054 by simultaneous proclamations of "Anathema" from the collegial leadership of the Orthodox Churches in the East and the Bishop of Rome in the West. This emphasis on the use of the original "creed" is shared today by all Eastern Orthodox churches.

The Roman Catholic Church considers the Eastern Orthodox to be in schism and not in full communion with the Holy See. But the Roman Church does not consider the Orthodox Church to be schismatic and heretical. The Roman church recognizes that the Orthodox Church has valid sacraments and full apostolic succession. Many Eastern Orthodox Christians in turn consider Roman Catholics to be heretics while the majority considers them in schism.

Confusingly, the term "Western Orthodox" refers to Uniat Roman Catholic Churches in communion with the Roman See, known also as Eastern Catholic Churches. Actually this is rarely the case in semantic terms. Today "Western Orthodox" will probably refer to groups of apostolic Orthodox Christians in the UK, USA, and perhaps smaller numbers in France, the Netherlands, Germany and Denmark, who wish to be Orthodox and yet want a western and Latin rite. In Ukraine and Romania there are Uniates called Greek Catholics who have Byzantine rite, but accept primacy of the Pope, and Papal infallibility, so they are Byzantine Catholics. Also, in Lebanon and Syria are groups called Maronites and Melkites in a similar situation. Their numbers are relatively small in general, when compared to the size of the Orthodox Churches. In defense of the Eastern churches, they have never in their 2000 years existence accepted the primacy of the Pope as the Roman Catholics do. This is a new innovation that was unheard of in the East during the first 1000 years of Christianity.

The Catholic Church considers all forms of Protestantism to be heresy or at the least, (since they do not have apostolic succession and thus their "rite" and ordinations are invalid); some Protestants are mutually hostile and consider Roman Catholics, and sometimes Eastern Orthodox, to be heretics. In some cases the term apostasy is applied with mutual invectiveness. The Catholic Church, since the Second Vatican Council, has been working harder to effect rapprochement among diverse forms of Christianity; these efforts have been met with wide-ranging responses. Some religious groups are considered by all of the aforementioned to be unorthodox (or even arbitrarily cults, as they are less commonly called in Protestant circles), including members of the Church of Jesus Christ of Latter Day Saints or Mormons, Jehovah's Witnesses, Unitarians, and some of the more radical forms of liberal theology.

* As defined in Wikipedia

Christian Orthodox

The Greek Orthodox Patriarch of Jerusalem, Theophilos III, is above with the typical vestments of the Orthodox Christian leader. When you speak to him you should call him You're Beatitude. This is the same title for the Armenian and the Latin (Catholic) Patriarchs. Again, when in doubt you can call him Father or Reverend.



Below left is the Archbishop of the Ukrainian Orthodox Church of the United States. There are many different churches within the Orthodox Church community. Some of these are the Greek, Russian, Macedonian, Serbian and so on. Below right is the Archbishop of the Macedonian Orthodox Church. They wear the same head piece as the other leaders such as the Patriarch and the Archbishop above. They also often wear ornate religious medallions around their necks, each of which is called an encolpion. These golden medallions, which hang by a chain, often carry images of Jesus or his mother Mary, and are part of the insignia of an Orthodox (or Eastern-rite Catholic) bishop or archbishop. If they are carrying a staff or an elaborate cane, it is a symbol of their office and usually means they are of the highest authority within their church.



Armenian Church



Above are examples of the habit of the Armenian Church. You would call the Armenian Patriarch “**You’re Beatitude**” out of respect for his office.

The Armenian Church *

The earliest Christian accounts of the introduction of Christianity into Armenia date from the 1st century. The Church teaches that it was first preached by two Apostles of Jesus, St. Bartholomew and St. Jude. The Armenian Apostolic Church claims to have been in existence since the days of the apostles and therefore would be one of the oldest denominations of Christianity. Armenia was the first country to adopt Christianity as its official religion, when St. Gregory the Illuminator converted Tiridates III (the King of Armenia) and members of his court, which is traditionally dated to 301 (after Mikayel Chamchian 1784). The Church teaches that St. Gregory was imprisoned by Tiridates in an underground pit, called Khor Virab, for 13 years, after which he healed the King of an incurable disease, whereupon Tiridates accepted Christianity.

The official name of the church is the "Armenian Orthodox Apostolic Church". "Gregorian Church" is not preferred by the church, as they view the Apostles Thaddeus and Bartholomew as the founders, and St. Gregory as merely the first official head of the church.

Christianity was strengthened in Armenia by the translation of the Bible into the Armenian language by the Armenian theologian, monk and scholar Saint Mesrop Mashtots.

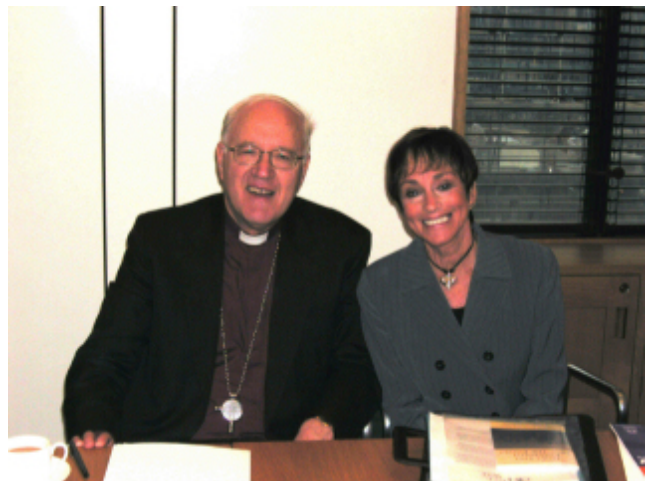
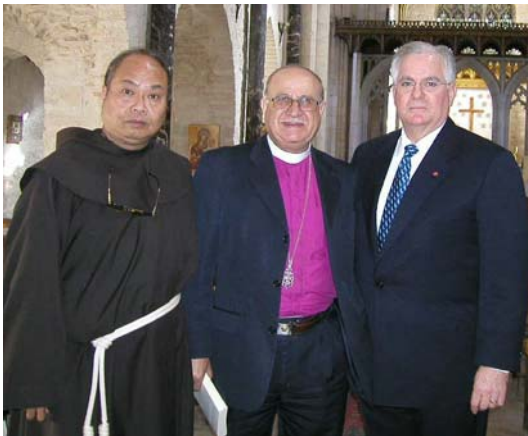
* As defined in Wikipedia

Episcopal Bishop of Jerusalem (Anglican Church of England)

The Episcopal Church* in Jerusalem and the Middle East is a province of the Anglican Communion stretching from Iran in the east to Algeria in the west, and Cyprus in the north to Somalia in the south. It is the largest and the most diverse Anglican province. The church is headed by a President Bishop, currently the Rt. Reverend Suheil Dawani, who ranks as a Representative Primate in the Anglican Communion. The Central Synod of the church is its deliberative and legislative organ. The province is divided into four dioceses: the Diocese of Jerusalem covering Israel, Palestine, Jordan, Syria and Lebanon; the Diocese of Cyprus and the Gulf covering Cyprus, the Gulf states, Arabia and Iraq; the Diocese of Egypt with North Africa, Ethiopia, Eritrea, Somalia and Djibouti also covering Algeria, Tunisia and Libya; the Diocese of Iran. Each diocese is headed by a bishop. The President Bishop is chosen from among the diocesan bishops, and retains diocesan responsibility. The current President Bishop also serves as Bishop of Egypt and North Africa. The province estimates that it has around 35,000 baptized members in 55 congregations. The province has around 40 educational or medical establishments and 90 clergy. Today the church has approximately 2000 members.

The Bishop wears a Purple clerical shirt and also wears a pectoral cross or relic. Below, Former Episcopal Bishop Riah of Jerusalem, wears the Purple shirt of his office. The former Archbishop of Canterbury of the Anglican Church, Lord George Carey also wears the Purple shirt and Pectoral cross.

* As defined in Wikopedia



Catholic Church

The History of the Roman Catholic Church* covers a period of just under two thousand years, making the Church one of the oldest continuously existing religious institutions in history. As the oldest branch of Christianity (the Eastern Orthodox and some other churches are also "apostolic" in origin -- i.e., they also date their origins back to the founding of the Christian Church at the time of the Apostles), the history of the Catholic Church plays an integral part of the history of Christianity as a whole. In simple terms, the term Catholic Church as it is used in this article, refers specifically to the Church founded in Jerusalem by Jesus of Nazareth (c. AD 33) and led by an unbroken apostolic succession through St. Peter the Apostle, ruled by the Bishop of Rome as successor of St. Peter, now commonly known as the Pope. It is important to note that since the second Vatican Council's declaration *Nostre Aetate* the Catholic Church has reconciled its relationship with the Jewish people and other faiths, and does not support the proselytizing of Jews as the other Christian churches do.

* As defined in Wikipedia

Hierarchy of the Catholic Church

Cardinal- a Cardinal is the highest ranking member of the Catholic Church, second to the Pope, within Catholic hierarchy and there are as many as 200 worldwide. They are the heads of every Vatican council, Pontifical agency and the Archbishop of major capital cities worldwide. When a Pope dies, the Cardinals from around the world convene at the Vatican and usually, from within their own ranks, vote on who will be the next Pope. This is important to know because any Cardinal you might meet could one day possibly become the next Pope. Cardinals will usually carry the passport of the Holy See and certainly deserve great respect and courtesy. Below left, Cardinal William Keeler, Archbishop of Baltimore is wearing a Pectoral Cross. This Pectoral Cross is like a Kippah so please be respectful. When you scan these men, be understanding. Rather than asking them to remove the cross ask them if they would prefer to be hand scanned out of respect. They do not need to remove the cross if they do not wish to. Below right, Cardinal Bertone, the Vatican Secretary of State, is in his formal red vestments and Zucchetto (Kippah) while Bishop Farina wears the purple sash of a Bishop. You would call a Cardinal Your Eminence if you wish to use the formal expression of salutation.



Cardinal Ratzinger (right) is wearing his Pectoral Cross with his cassock. But now, you can see him pictured with Cardinal Bertone, he is Pope Benedict XVI, so you must be very careful when dealing with all of the clergy. Each one of you is a diplomat for the State of Israel. The positive things you do today, even a smile can have enormous benefit for Israel tomorrow.



Archbishops and Bishops - Archbishop Fouad Twal is currently called the Co-adjutor Archbishop of the Latin Patriarch, which means he will become the next Latin Patriarch upon the retirement of His Beatitude Michel Sabbah. The Latin Patriarch is the Catholic leader for the Holy Land. The Latin Patriarch of Jerusalem* is the title given to the Latin Rite Roman Catholic Archbishop of Jerusalem. The Archdiocese of Jerusalem has jurisdiction for all Latin Rite Catholics in Israel and Palestine. In addition, the Eastern Rite Melkite Greek Catholic Church and Maronite Catholic Church have established dioceses for their faithful in the territories.

* As defined in Wikipedia

Below, Archbishop Twal is wearing a simple grey clerical collar with no pectoral cross. How each priest dresses during travel is a personal choice. The point is you never know who the priest might be by simply looking at this clothing. One must always be very courteous and respectful.



Archbishop Antonio Franco, above left, is the Vatican’s Ambassador or Nuncio to Israel and Cyprus and the Apostolic Delegate to Jerusalem and Palestine. The Archbishop is a very important member of the Catholic Church and important to the State of Israel. Above right- Archbishop Franco and his staff is photographed with the Latin Patriarch His Beatitude Michel Sabbah and his staff. You would call the Patriarch **You’re Beatitude** or again, if in doubt, simply Reverend or Father. You may also refer to them by their position and call them Archbishop Twal or Bishop Murphy or the more formal **You’re Excellency**.

Right- Bishop William Murphy of the Diocese of Rockville Centre on Long Island visits with the former Consul General of Israel in New York, Ambassador Alon Pinkas . He is wearing his formal collar and his pectoral cross.

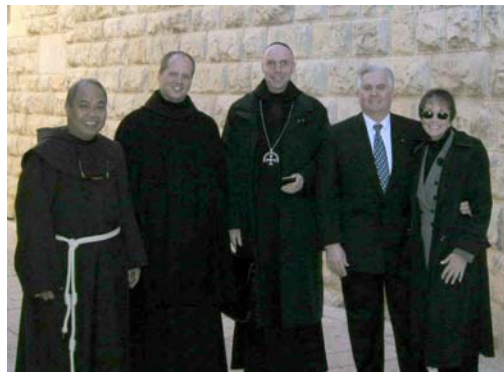


Franciscan Friars. Many of these men are also priests but not all some are religious brothers. They are likely to dress similarly, and are almost impossible to distinguish them on the basis of their clothing. Their habits are also varying in color and style depending on which order they are a member of. You can call them Father or Reverend or brother.



Fr. Pierbattista Pizzaballa OFM (Custos of the Holy Land) is the Custos or the Custodian of Shrines and the Franciscan order for the middle East and a very important man.

The Abbot. (below) He has a different habit then the Franciscan Friar Fr. Angelo Ison who is on the Left.



Christian Brother Austin David Carroll is a Christian Brother. This is a group of religious men whose collar differs from a priest somewhat. You would call him “**Brother David**”



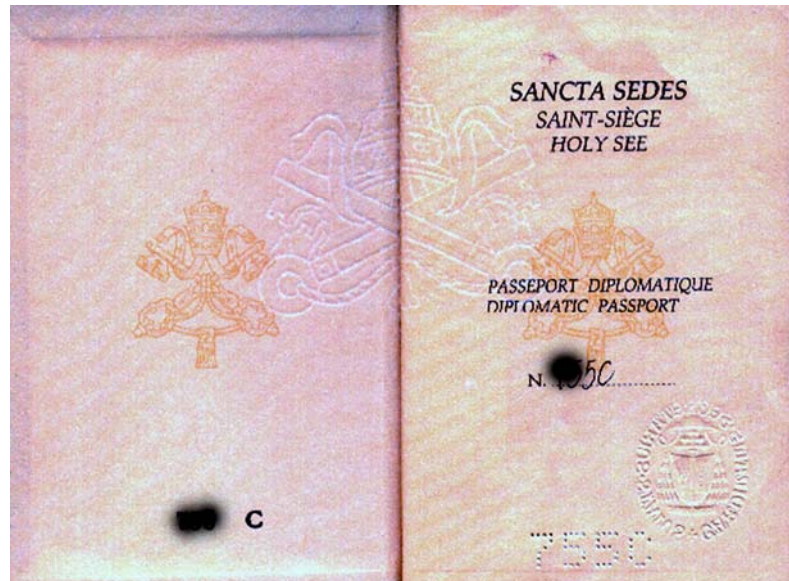
Religious Sisters or NUNS- Nuns vestments, or habits, come in many different colors and styles, depending on their order within the Church. There are thousands of different orders within the Catholic Church. The Protestant Churches also have religious sisters. You simply call them **Sister** if you wish to use the proper greeting.



The Passport of the Holy See* (VATICAN)

The foreign ministry of Israel lists for passport control the countries recognized by the state. The Vatican has been listed as such, however, the real name of the Vatican is the Holy See. Because of this mistake in name, very important members of the Catholic Church have been delayed at passport control because the individual passport agent was unaware that the title by which the Vatican is referred to, in international diplomatic matters, is the "Holy See".

The Passport of the Holy See* (VATICAN) is only given to high ranking members of the Catholic Church. The Holy See is the actual name of the world wide Catholic Church. The Vatican is the territory or place in Rome where the Pope resides. It is also the seat of the government of the Vatican City State. When you see this passport you should be aware that the person who carries it is a high ranking Vatican Official.



*"See" comes from a Latin word *sedes*, which simply means "seat," and so it is simply the "seat" of the papacy and church administration, the "seat" of St. Peter



Pave the Way Foundation is dedicated to achieving peace by bridging "the intellectual gap" in tolerance and understanding, by enhancing relations between religions through cultural, technological and intellectual gestures. We strive to eliminate the use of **religion as a tool** which, historically has been used, by some, to achieve personal agendas and to cause conflicts. Through our projects, and our concrete gestures of good will, we will pave the way towards global understanding educating the every day person. The time has come that **we must now recognize the dangers of ignorance** which begets bigotry, apathy and silence in the face of the intentional misuse of religion.

Gary L. Krupp KC*SG OSTJ - July 29, 2000, Pope John Paul II, invested Gary Krupp as a Knights commander of the Pontifical Equestrian Order of St. Gregory the Great, for his years of benevolent work, to help Casa Sollievo della Sofferenza, the hospital founded and built by St. Padre Pio of Pietrelcina. He became the seventh Jewish man in history to receive this Papal honor. On July 13, 2005 Mr. Krupp was invested into the Anglican Order of St. John. January 15, 2007, Pope Benedict XVI raised Mr. Krupp in rank, of his papal order to Knights commander with a silver star. Gary Krupp is the first Jewish man in history to be honored by two Popes, the Catholic Church and the Anglican Church. Mr. Krupp felt that these honors were a calling to bridge all of the religions of the world. He, and his wife Meredith, founded Pave the Way Foundation.