

# HOSPITALITY TEAM

## The Why

Often guests will form a lasting opinion of a church in the first 10 minutes of their visit. The Hospitality Team exists to create an environment conducive to connecting with Jesus. By friendly mannerisms and helpful actions, we remove obstacles that may stop guests from experiencing God.

## The Win

Create a comfortable environment for guests by providing coffee and water while interacting with each guest.

## Guidelines

- Arrive on time and attend the Guest Operations Team huddle
- Part of creating a comfortable environment is being easily recognizable to our guests. (Identification, Lanyard, etc.)
- Connect with your Hospitality Team Members when you arrive.
- In the huddle, specific or additional tasks will be assigned to you concerning any details specific to the weekend.
- Welcome every guest who approaches refreshment area and assist them as needed.
- Consistently provide drinks and snacks in designated areas in a neat and clean fashion.
- Refrain from using your phone while serving.
- If you will miss your opportunity to serve, please inform your scheduler.

- Maintain positive body language (smile, make eye contact, and stand with good posture).

## **Refreshment Service**

- Brew and maintain Coffee when you arrive, and refill as needed. Ensure designated beverage areas are fully stocked with appropriate lids, coffee sleeves, and condiments.
- Dream Central and Connect Room Snacks should be filled on arrival and maintained throughout Worship Services.
- Maintain the cleanliness and presentation of all the designated refreshment areas during your assigned Serve time.