



GIVING HOPE TODAY

# HOSPITALITY TEAM

## The Win

Create a comfortable environment for guests by providing quality refreshments while interacting with each guest that approaches the Hospitality area.

## Guidelines

**Arrive on time** and attend the Host Team **huddle** (if applicable).

Hospitality Team members should wear the **provided ministry uniform/shirt** at all times and wear reflector vests if it is dark outside. Part of creating a comfortable environment is being easily recognizable to our guests.

Connect with your **Hospitality Leader** after **checking in**. They will assign you to a particular area and communicate any details specific to the weekend.

**Welcome every guest** who approaches the hospitality area and assist them as needed.

Consistently provide **drinks and snacks** in a **neat, well-presented** area.

- **Hospitality Drinks**

- Coffee, tea, and water should be full when you arrive. Refill as needed.
- If desired, make sure ice bins are full. Begin filling tea/water cups with ice.
- Ensure each station is fully stocked with appropriate lids, coffee sleeves, and condiments.

- **Hospitality Snacks**

- Make snacks available 15 minutes prior to the service.
- Maintain a full supply of snacks by refilling as necessary.

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

Maintain the **cleanliness** and **presentation** of the hospitality area as well as seating areas through the lobby.

**Stay in your assigned area** for a few moments after the service begins and refilling and/or clean-up is complete. Some new guests might arrive a little late. Our team can't be successful without every member!

Refrain from **eating, drinking, or using your phone** while serving.

If you will **miss** your opportunity to serve, please **inform your team leader**.