



Hospitality Team Training Guide

**HOST TEAM
2024**



Host Team Mission

Creating a comfortable environment so guests can be open to the truth of God's Word.

Hospitality Team Positions

Brewer

The Brewer is the master of the kitchen and ensures there is always freshly brewed coffee and tea.

Runner

Runners transport beverages and snacks from the kitchen to the hospitality area in the lobby.

Lobby Service

Lobby Service team members interact with guests in the hospitality area. These team members also make snacks and drinks available and maintain the cleanliness of the hospitality area.

Guest Interactions

All Positions

- Remain focused on guests while serving.
- Stay ahead of the demand.
- Be familiar with the coffee and tea brewing equipment.

Brewer

- Brew fresh coffee and tea as needed throughout the service.
- Maintain a clean kitchen area.

Runner

- Communicate with the Brewer regarding drink refill needs.
- In order to quickly deliver and restock items, be familiar with the kitchen layout and the inventory of supplies.
- Be mindful of traffic in the lobby and don't be in a hurry. This will help avoid spills.

Snack Service

- Scoop ice into cups and have drinks and snacks well presented.
- Engage with each guest, including those in seating areas.
Use phrases like:
 - *“Can I help you find anything?”*
 - *“Can I refill your drink for you?”*
- Maintain excellence in the hospitality area by wiping down all surfaces, sweeping, and emptying trash as needed.
- Take every opportunity to step out from behind the counter.

After the Service

All Positions

- Ensure that all snacks, drinks, and supplies are restocked for the next service.
- Prepare for next service by wiping down all surfaces, sweeping, and emptying trash.
- Send guests off enthusiastically. Thank them for starting their week with us. Use phrases like:
 - *“See you next week!”*
 - *“Thanks for attending today’s service!”*

Notes
