

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**.

Hospitality Team members should wear the **provided ministry t-shirt** at all times. 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. Communicate with the brewing team when refills are needed.

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 until the message begins and refilling and/or clean-up is complete. 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**.