

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**.