



# Hospitality Playbook

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Hospitality exists to provide a hot cup of coffee to anyone who would like it while also providing a warm, welcoming, and comforting environment, where our guests feel seen and valued.



# Team Roles

Team roles are to clearly delineate responsibilities for each team member, ensuring that the mission of the team is executed with excellence every Sunday.

## Server

As a server, you play a vital role in creating a welcoming atmosphere by preparing, brewing, and restocking the coffee stations and aux room. Responsibilities include re-brewing coffee, restocking the cups, lids, creamer canisters, sugars, mints, napkins, etc. Ensuring everything is clean and ready to prepare the next services with excellence.

## Brewer

As a brewer, you play a vital role to our team. Responsibilities include brewing all coffees to prepare the team to serve. Brewing instructions are posted in the kitchen by the brewing stations.

## Runner

As a runner, this is for when we are super busy on a Sunday and we are in need of someone to run to the kitchen to start re-brewing, refill creamer canisters, grab more sugars, cups, lids, mints, napkins, etc. Also a position used for events outside of a Sunday where hospitality is provided.



# Policy and Procedure

## *NOT JUST THE LOBBY*

- The Aux should be checked each service to ensure that it is stocked and ready to go for the service.
- Aux + Team HQ.

## *MAKE IT NICE*

- Work clean, leave the space clean, but also our stations, using the black towels.
- Uniform station set up and closing clean up.
- Put things back where you found them in the cabinets. Photos are placed on the cabinet doors for reference.

## *SERVICE IS STARTING*

- Stations can be closed 5 minutes prior to service beginning.
- Cafe Closed Signage on the carts until the next service takes them off.

## *STOCK IT*

- Team members should be checking and replenishing our stock after each service.

## *MORE THAN COFFEE*

- Smile, be friendly, it's not about what we don't have (options), but what we can offer you.
- Use it as a time to get to know people you are serving coffee to.

## *SERVICE PREP*

- Prepare cups before service so they are easy to grab, they get stuck.



# Policy and Procedure Cont.

## Guest Experience General

### *SMILE!*

- Remember whose house we're serving in, it's not our house but God's!

### *CHECK YOUR NECK*

- We want team to be easily identifiable. All team members should have the proper colored lanyard on while serving so that our guests can easily identify you as someone who can help them with whatever they need assistance with.

### *PARKING*

- We ask that all team members who are serving to park in the designated team parking areas. Leaving the priority spots open to those attending service.

### *TEAM HQ*

- Any and all personal belongings should be stored in the Team HQ while you are serving. This eliminates clutter and unwanted visual distractions from the areas in which we serve.

### *SAVED SEATS*

- We ask that no team members save seats prior to the main auditorium doors opening. As a practice we only seat people who are physically present, and ready to occupy the seats.
- This ensures that the host team can seat people faster and more efficiently.

### *SEE SOMETHING, SAY SOMETHING*

- Should you see a suspicious person or someone in need of medical attention you should alert an Operations team member immediately.



# Team Structure

Team structure is to clearly delineate responsibilities and roles from each team member. Ensuring that the team has a clear vision, and that there is a joyful experience for guests coming through our doors.

## Team Lead

- Responsible for the execution and excellence of the Hospitality team. Ensuring smooth transitions between services, making sure the team is in position and encouraging and connecting with service leads on a Sunday and throughout the week. They are also responsible for scheduling.

## Service Lead

- Responsible for the execution and excellence of the service they are leading. This includes: communication with your team, prepping them in their assigned areas, dismissal, training new team members, etc.

## Team Members

- Responsible for serving our guests with the joy of the Lord and arriving on time to their scheduled position. Functioning in one of the Team Roles on a Sunday. Scheduled roles can vary based on experience, onboarding, and greatest opportunity.

## HAVE A QUESTION OR NEED HELP?

Contact your Team lead for more clarity!

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