



Refresh Playbook

Refresh exists to make sure our facility is clean and presentable for our guests, in a discrete, thorough and excellent manner across all every Sunday Service.



Area Specific Roles

Static Spray

- Responsible for spraying the compass kids sections with disinfectant spray.

Aud Clean Up

- Responsible for cleaning up the auditorium and ensuring trash is disposed of and mess is tidied up.

Refresh

- Responsible for refreshing the sanctuary, bathrooms and kitchen to ensure trash is disposed of, mirrors and glass are clean, toilet rolls are replenished and surfaces are cleaned.

Vacuum

- Responsible for vacuuming the auditorium (in between services) and the main lobby (during the service).

CK Clean Up

- Responsible for cleaning the compass kids areas by emptying the trash and tidying up any mess.



Refresh Priority List

ONE - RESTOCKING

- Invite Cards
 - Invite cards are stored in the stockroom.
 - Card holders are located at the North and Main entrances.
- Giving Envelope & Pens
 - Giving envelopes and pens are stored in the stockroom in the main auditorium.
 - Envelopes are located with the drop boxes at the north end of the Lobby.

TWO - INSPECT & CLEAN

- Front Vestibule
 - Vacuum carpet and mats
 - Straighten mats
 - Spot clean windows
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- Women's and Men's Lobby Bathroom*
 - Women's room cleaned by female team member, Men's cleaned by male team member*
 - Stock paper towels
 - Stock toilet paper
 - Floor is clean and swept
 - Mirrors are clean
 - Surfaces are tidy
- Family & Team Bathrooms
 - Stock paper towels
 - Stock toilet paper
 - Floor is clean and swept
 - Mirrors are clean
 - Surfaces are tidy
- Compass Kids
 - Spray classrooms & hallways
 - Vacuum hallways

Continued..



- The Aux
 - Vacuum pre (if needed) and post service
 - Reset Furniture, wipe off hospitality table

- Main Auditorium
 - Help out the host team with the remaining time you have
 - Vacuum in main aud, reset envelopes, straighten cushions, pick up trash

THREE - GENERAL ITEMS

- Empty Trash Cans
Lobby, Compass Kids Check-in, supply closet and coffee grounds in Team HQ.

- Lobby & Hallways
Make sure floors are clear of debris and liquid pre and post service,
Assist with spills or accidents within the building.

- Empty Trash Cart
Before leaving ensure that the trash cart is emptied.
This should be done when the lobby is cleared.



Policy and Procedure

Roger that

- Service leads must have a walkie talkie on them before and for the duration of the service to ensure open communication if there is anything that needs to be cleaned in compass kids.

All clear?

- Check with the service lead before leaving to see if anything else needs to be done.

Precautionary measures

- For your safety we require all team members to wear gloves when handling chemicals and clearing bathrooms.
- In the event of inclement weather, available team members should ensure that extended carpeting has been rolled out in front of all entry doors (CK included) as well as wet floor signage to ensure minimal water on the floor for safety measures.
- Bathroom Cleaning in Progress sign MUST be used when cleaning the bathrooms.

Be tactile

- Use discretion while cleaning, as to not distract or disrupt from service.
- When going on dumpster runs, use the key fob to open the back door so we don't have to prop it open.

Leave it like you found it

- Using the pictures as a reference on the wall in the stock room, do your best to leave the stock room how you found it when you are done serving for the day. This ensures that team for each service is set up to succeed.



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 Refresh 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, delegating tasks, dismissal, and training new members of the team.

Team Members

- Responsible for refreshing God's house with the joy of the Lord and arriving on time to their scheduled position. Functioning in one of the following Area Specific 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!