



Hospitality Playbook

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 and hot water pots, restocking the cups, lids, creamer canisters, sugars, mints, tea packets, honey, 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 and hot waters 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, tea packets, honey, napkins, etc.



Policy and Procedure

HOSPITALITY SPECIFIC

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 + Nursing Mothers + Green Room + Team HQ

MAKE IT NICE

- Work clean, leave the space clean, but also our stations. Using the towels provided in the hospitality cart.
- Uniform station set up and closing clean up.
- Put things back where you found them in the hospitality cart.

SERVICE IS STARTING

- Stations can be closed 10 minutes prior to service beginning
- Cafe Closed Signage

STOCK IT

- Team members should be checking our stock after each service

MORE THAN COFFEE

- Smile, and be friendly. It's not about what we don't have (options), but what we can offer you.

SERVICE PREP

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



Policy and Procedure Cont.

GUEST EXPERIENCE GENERAL

ARRIVE ON TIME

- Arrive on time. (Unload at 7am, Team Members at 8am)
- If you are going to be late or can not make it, please let your service lead know, and attempt to find a replacement via slack.

CHECK YOUR NECK

- We want the team to be easily identifiable. All team members should have a 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 would park in the last rear lot near the gym entrance. This is to ensure that everyone who is attending service will have a place to park in the parking lots.

TEAM HQ

- Any personal belongings you have with you that you need a place to store while you serve can go in the team HQ.

SAVED SEATS

- We ask that no team members save seats prior to the main auditorium doors opening.
- We ask that team members sit in a service that they are not serving at.
- This ensures that the host team can seat people faster and more efficiently so we can start service on time and smoothly.

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.

STAY UNTIL THE JOB'S DONE

- We function as a team and can get cleaned up and loaded much quicker when the team works together. We understand that things come up, but request that whenever possible, if you are serving, that you stay and help until the trailers are ready to go.



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 Host team. Ensuring smooth transitions between services, making sure the team is in position before the doors open 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 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!