

Hospitality Team

Expectations & Responsibilities

Overview

The Hospitality Team serves to facilitate an inviting and informative place of connection for newcomers and an opportunity for regular members and attenders to fellowship.

Team Leader Expectations

1. Provide a schedule for HT volunteers in a timely manner as requested by the Pastor of Administration.
2. Send reminders to your respective HT teams prior to the Sunday they are scheduled to serve
3. Provide any necessary training/orientation to your volunteers and actively seek additional people to serve throughout the course of the year

Team Responsibilities: Welcome Desk

1. Give out gift bags to guest(s) (there is also a sign asking them to take a gift bag)
2. Give children's sermon notes to all children
3. Be prepared to help visitors locate different parts of campus and answer questions.
4. Engage folks who approach the Welcome Desk in conversations
5. Close doors to sanctuary at the beginning of service (9am & 10:30am)
6. Open doors to sanctuary at end of each service (after dismissal)

Team Responsibilities: Coffee Bar

1. Prepare and maintain the coffee bar area during your scheduled time to serve
2. Communicate supply needs to volunteer coordinator(s)
3. Demonstrate hospitality towards individuals as they come through your area.
4. Following second service: Clean and straighten coffee bar and equipment

Note for coffee bar volunteers: Instructions on proper coffee preparation and clean up can be found on the back of the coffee machine.

Team Responsibilities: Fellowship Hall

1. Maintain the coffee area in the fellowship hall during your scheduled time to serve

2. Communicate supply needs to volunteer coordinator(s)
3. Demonstrate hospitality towards individuals as they come through your area.
4. At the start of the second service: Clean and straighten coffee area. Put away equipment and turn off lights in the kitchen.

Frequently Asked Questions

1. How will I know when I am scheduled?

There are at least 2 places where you can check the volunteer schedule:

- a. On the church website - www.coralhillbaptist.com/thisweek
- b. On the church app

2. What time am I expected to serve? to arrive? (For all areas)

- a. 1st service volunteers arrive by 8:30am
- b. 2nd service volunteers in place by 10:00am

3. Are there any other responsibilities or expectations I should be aware of?

- a. A note about lanyards: Please wear at all times while serving in the Welcome Center as they are very helpful to newcomers and regular members/attenders in knowing who can help meet their needs.

Additional Remarks

The following thought serves to guide us in all we do in the WC: We were all once visitors and newcomers to CHBC. Remember what helped you feel welcome and make meaningful connections. We want to provide that same service to folks who come our way. Remember what stood in your way or deterred you; try to remove those obstacles for others.