



Revised 11/25 BB

Hospitality team SOP

Mission: To serve and honor our guests, partners, and pastors. We take pride in the opportunity to serve others. Hospitality exists to provide food, strength, and energy to those who come to serve the house as well as serve special events and special guests.

Vision **Serving and honoring those who serve us each week.** We prioritize our pastors, partners, and guests and make everyone feel like a priority and feel loved. Honor goes up, down, and all around. We will honor and present everything with excellence.

Goal: Create an environment where all feel welcomed, loved and respected while providing excellent refreshments.

At Generations Church we want to maintain a loving culture and be S.M.A.R.T. in our leading.

S – Serve with a smile

M – Make others a priority

A – Attitude is always positive

R – Respect and honor our leaders and each other

T – Team minded – we build an environment of fun and family

Document The review and update of this document is the responsibility of the Hospitality Team Lead (Coach, Assistant Coach Trainer and Assistant Coach Admin).



Revised 11/25 BB

The following sections are contained in this document.

Topic	Page
Hospitality Team Mission and Goal	1
SOP Document Responsibility	2
Document Sections Table	2
Requirements	2
Scheduling	3
Hospitality Team Overview	3-5

Hospitality Team – Moreno Valley

Requirements The following is required to serve on the Hospitality team:

- Attend all scheduled meetings and training courses.
 - Complete Get On Initiative sessions 1 and 2.
 - Follow all guidelines presented in this document.
 - Continued growth in the things of God.
 - Willingness to serve others.
 - Be on time for the shift you are scheduled for:
 - 7:45 a.m. - Team Huddle
 - 7:45 a.m. - Hospitality 1st shift
 - 10:00 a.m. - Hospitality 2nd shift
 - 11:30 a.m. - Hospitality 3rd shift
 - Make sure you dress appropriately. If you have long hair, please make sure to secure hair back away from face and food.
 - Use your gifts and creativity.
 - When there is down time, look through the cabinet and refrigerator and toss expired items.
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Revised 11/25 BB

Scheduling: An email will be sent from Planning Center with a date and time being scheduled. It is required to respond to this email with an accept or decline as soon as possible to prevent scheduling conflicts. If you are not scheduled, but have the opportunity to help out, please check in with your lead team.

We understand that life happens and you may be unable to cover your scheduled time. Please make sure you notify your coach and assistant coaches so that a replacement can be found to cover your shift.

Overview – 7:45 a.m. Team Huddle Hospitality

- ✓ Prepare coffee, including cups, creamers, sugar, & lids.
- ✓ Prepare snacks for team huddle and set up in Urban Room. Snacks will include breakfast bars, yogurt, cheese, fruit, crackers, bagels, and whatever items are provided by the lead coach. Prepare for 50-60 partners.
- ✓ Set up breakfast, snacks, energy drinks and water for Band/Production Team in the band room
- ✓ Set up in Urban Room by 8:25 a.m.
- ✓ Clean up following the conclusion of the Team Huddle, approximately 9:00 a.m. Allow time for everyone to have a snack.
- ✓ Label any unused food with either Hospitality or Staff labels (in folder in kitchen)

7:45 Hospitality Set Up Shift (1st Shift)

- ✓ Prepare the Suite room. (Code available from your coach or GC Team Coach)
- ✓ Turn on lights and Air purifier
- ✓ Use a pitcher, with filtered water from the sink to fill the Keurig.
- ✓ Place the Pastor's mugs next to the Keurig.
- ✓ Disposable cups and lids should be replenished if needed.
- ✓ Stock the K Cups in the drawer under the Keurig. (Extra K cups are located in the cabinets below.)
- ✓ Place Fiji bottled water or other designated water on the long buffet table where the food will be served.
- ✓ Check the rest of the Suite for cleanliness.
- ✓ Fill tray with vanilla creamer and half and half. Check fridge for heavy cream (check expiration date)
- ✓ Fill fridge with Mini Coke Zeros, Mini Cokes, Water bottles, Celsius Energy Drinks.(supplies are in the kitchen in area labeled "Pastoral").¹ Ask Coach for location of key.



Revised 11/25 BB

- ✓ Fill tea kettle with filtered water and fill tea bag container
- ✓ Pillows should be fluffed.
- ✓ Check the floor for trash.
- ✓ Wipe down the tops of tables and furniture if needed.
- ✓ Begin prepping food according to the menu. Presentation is key
- ✓ Place in suite by 8:30 a.m.
- ✓ Attend Team Huddle

10:00 a.m. Hospitality Replenish Shift (2nd Shift)

- ✓ Check the suite for cleanliness, remove soiled plates, forks, cups and place in kitchen. O.K. to leave first snack on the buffet table.
- ✓ Prepare second snack for Suite according to the menu.
- ✓ Prepare food for Get On Room according to menu.
- ✓ Set second snack in the Suite by 10:45 a.m.
- ✓ Set food in Get On room by 10:45 a.m.

11:30 a.m. Hospitality Refresh and Clean Up Shift (3rd shift)

- ✓ Suite – Remove food, dishes, wrappers, etc. and bring to kitchen for disposal. Wash dirty dishes, dry, and return to suite.
- ✓ Refresh food for 2nd Get On and place in Get On room by 12:00 p.m.
- ✓ Check the refrigerator in Suite and replenish for the week with sodas, water, and other beverages under the buffet cabinet in the suite. Add water to Keurig if needed.
- ✓ Mark any leftover food “For staff use “, place them either in the fridge or leave wrapped on counter and email Bettina@generationschurch.tv to communicate with staff

Note: Espanol has a shift starting at 12:00. Time is scheduled in Planning Center for Espanol service.

Special Events will be scheduled throughout the year and will have menus & scheduled times relative to each event.



Revised 11/25 BB

Menu:

Menu will be approved by our pastors. Menu will run for 3 months with four different menus for each week. Menu will change quarterly on the following months: January, April, July, and October. (Subject to food availability)

Food is also required for Get On the 1st and 2nd Sundays of the Month, unless otherwise notified. Get On is held immediately following every Sunday service at 11:15 a.m., 12:45 p.m. and 2:30 p.m. (served by Espanol hospitality team)

All ingredients should be purchased the Friday before in order for food to be at its freshest.

On occasion, the menu will change to suit any guest speakers' dietary requests. A new menu will be placed in the Menu Binder.

Disposal of items:

At any time during your shift, if you see an expired item in the fridge, please throw it away. Cookies will only be saved for two weeks. Write dates on the Ziploc storage bags. If there are not enough leftovers to place in a serving dish, throw them away. When using food items like loose chips in a bowl, if they are not eating during the event, throw them away. Label left over food for "staff use" and place on cupboard or in refrigerator. Labels can be found in the hospitality folder in the kitchen.

Department Requests:

When noticing that we are low on any items, please let the coach or an assistant coach know so that confusion is limited, and the coach can request supplies from the office.

Quarterly meetings:

Hospitality will meet quarterly to review procedures, ask/answer questions, and review the new upcoming menu. Creating a team and doing life together is a goal of hospitality so please make sure you can attend. The assistant coach admin will be sending reminders of these meetings. Meetings will take place on the 2nd Wednesday of the month before a new quarter. Dates will be communicated by the assistant admin coach.



Revised 11/25 BB