

Notes

So warmly welcome each other into the church, just as Christ has warmly welcomed you; then God will be glorified.

Romans 15:7 (TLB)

Welcome to the Team!

THANK YOU

for accepting the call that God
has placed on your heart to show
hospitality to others.

*Our hope and prayer are that as you serve on our
team that you would know God more, find family
in your relationship with others and live out your
God given purpose.*



Hospitality Fundamentals

We want to create welcoming environments where people want to come back to church so that they can know God, find family, live in freedom and discover their purpose!

1. We're always on time

👍 Be prepared and ready before guests arrive

2. We focus on our guests by minimizing distractions

Avoid distractions such as

✗ Looking at your phone

✗ Lengthy conversations that can wait

3. We NEVER point

👍 Instead, we personally escort guests

4. We always look for ways to go above and beyond so that guests, and our church family, want to come back

Coffee Stations

Espresso Guide



Cafe Equipment

It's important to be familiar with the coffee and cafe equipment.

☒ COFFEE BREWER

☒ BEVERAGE DISPENSERS

☒ ESPRESSO MACHINE

☒ COLD BREW KEGERATOR

☒ POS SYSTEM

Team Huddle

Our Team Huddles give us the opportunity to stay connected in community with our team.

Team Huddles include:

- Prayer
- Encouragement
- Communication
- Teamwork

Our Huddles are one of the most important things that we do as a team. Please make it a priority to attend.

Your Team Huddle begins promptly at _____

Please arrive to your Huddle

- ☒ On Time
- ☒ Checked-In
- ☒ Name Tag Printed
- ☒ Ready to Serve

Serve 1, Attend 1

As part of the Hospitality Team it is our heart and desire that you are able to be fully present when you serve as well as have the opportunity to attend a worship service.

You will be placed on a rotation schedule that allows you to do so!

You are a part of the _____Team!

You will be scheduled to serve during the_____ service.

Please plan to attend the _____ service.

Notes

On your scheduled weekends to serve, you will receive an email Schedule Request. Please

✓ Accept

 or

✗ Decline

If you decline, we ask that you provide a brief reason.
You also have the option to use the Block Out Dates feature.

Volunteer Central

This is a space just for you!

- Check-in
- Connect
- Grab a cup of coffee or snack

Team Leader

Your Team Leader _____

Contact information _____

Stay Connected



mybayside.church



Facebook/mybayside.church



Instagram/mybayside.church



YouTube/BaysideCommunityChurch



ChurchCenterApp/BaysideCommunityChurch

Dress Code

- 👍 Blue SERVE t-shirt
- 👍 Name tag on left side of t-shirt
- 👍 Modest, comfortable and clean
- 👍 Comfortable shoes

Please do not wear clothing or accessories that include

- ✗ Questionable content, images or text
- ✗ Political or controversial images or text
- ✗ Drugs or alcohol
- ✗ Profanity

Keeping our attire simple and distraction free helps us to draw attention to Jesus and away from our clothing.

Connect Center

Our Connect Center is a great go-to. Anytime a guest asks a question that you're not sure how to answer, walk them to our Connect Center and introduce them to a Connect volunteer.

Cafe Positions

COFFEE TEAM

Team members who provide warmth and energy by brewing and transporting our complimentary coffee

STATION ATTENDANT

Team members who maintain excellence at our coffee and Hospitality stations

CAFE

Team members who serve behind the counter at our Cafe locations and provide helpful and excellent service to our customers and guests

BARISTA

Team members who prepare tasty and excellent specialty coffees and drinks for our Cafe customers and guests

Cafe Schedule

The Cafe Team is scheduled to serve before, during and after service as the cafe and coffee stations need to be covered at all times.

Please plan to stay at your assigned stations as scheduled.

Before

Please be at your assigned station at _____

Complimentary coffee should be out at _____

Cafe opens at _____

During

This is a great time to clean and restock supplies

After

Reset the coffee stations and cafe

Make note of any inventory purchases needed

Cafe closes at _____

You may leave once a Team Leader or Hospitality Staff dismisses you or when your replacement for the next service arrives.

Cafe Best Practices

- ✓ Smile!
- ✓ Make eye contact
- ✓ Maintain a welcoming and approachable posture
- ✓ Use verbal greetings when appropriate
- ✓ Be attentive and look for ways to serve and assist guests
- ✓ Always wash your hands before handling food or beverage items
- ✓ Use gloves when handling unpackaged food items
- ✓ Stay ahead of the demand
- ✓ Maintain clean and presentable surfaces, equipment, stations and displays
- ✓ Replenish and keep all stations and displays well stocked at all times

Barista & Cafe

- ✓ Have knowledge of the products sold
- ✓ Be able to describe and suggest beverages

Age Requirement

Due to health and safety guidelines that must be followed with the handling of food and beverage items, you must be at least 16 years of age to serve on our Cafe Team.