

**HOSPITALITY  
TEAMS  
MANUAL**

## **Contents**

**Team Names and Leaders**

**Overview of Hospitality**

**Ambassador Duties**

**Greeter Duties**

**Lighting the Sanctuary**

**Foyer Set Up Photos**

**Conference Room Mailboxes & Copy Room Safe**

**Coffee Hour Clean Up Duties**

**Coffee Hour Clean Up Photos**

**Locking/Unlocking Doors**

**Building Maps**

## The Teams

### Odd Months (January, March, May, July, September, November)

1st Sunday — Fireballs — Leader: Bill Ross, [bill@ross.vg](mailto:bill@ross.vg)

2nd Sunday — Extra-verts — Leader: Louise Jeffrey, [louisekjeffrey@hotmail.com](mailto:louisekjeffrey@hotmail.com)

3rd Sunday — Mindful Ones — Leader: Kim Callaghan, [kjcallaghan@hotmail.com](mailto:kjcallaghan@hotmail.com)

4th Sunday — Open Arms — Leader: Janet West, [jmasonwest77@yahoo.com](mailto:jmasonwest77@yahoo.com)

Temporary Leader: Douglas Lee-Regier, [dleeregier@msn.com](mailto:dleeregier@msn.com)

### Even Months (February, April, June, August, October, December)

1st Sunday — Flaming Chalices — Leader: Kim Dunovan, [kdunovan@cox.net](mailto:kdunovan@cox.net)

2nd Sunday — Friendly Faces — Leader: Joe Schaaf, [joehammer95@yahoo.com](mailto:joehammer95@yahoo.com)

3rd Sunday — Steeple People — Leader: Bebe McCammond, [bebemccammond@hotmail.com](mailto:bebemccammond@hotmail.com)

4th Sunday — Singing Sensations — Leader: Kay Lynn Goldner, [klgoldner@cox.net](mailto:klgoldner@cox.net)

### Any Fifth Sunday for odd or even months and special services:

Snickerdoodles — Leader: Carolyn McNamara, [caylamc@cox.net](mailto:caylamc@cox.net)

**Hospitality Teams Coordinator:** Carolyn McNamara, [caylamc@cox.net](mailto:caylamc@cox.net)

## Overview

Hospitality teams are responsible for all of the jobs (ambassadors, greeters, and coffee hour hosts/clean up) on a given Sunday. Each team consists of twice as many people as it takes to do these jobs. Our goal is 10-12 people per team. Because each team has more people than are needed for Sunday, absences can be easily managed within the team. Eight teams take responsibility for one Sunday every two months so team members serve only six times per year and know well in advance when that will be. The ninth team covers months that have a fifth Sunday, and other special services. New members to the church are assigned to a Hospitality Team so that each person will have the opportunity to serve and to meet new people!

The purpose of Hospitality Teams is to make visitors feel welcome and to direct them to where they want to go. To do this you have to talk to them. To visit effectively with the people you encounter:

- Work up the courage to approach visitors. For introverts, this is a pretty scary thing. If it is too scary for you, you can get a dispensation. Most newcomers are happy to be approached. They are in a new environment and are open to help getting settled.
- Learn how to recognize new and returning visitors and others who may need your help. Ambassadors and Greeters particularly need this information but everyone on the team will benefit. This process starts at the doors to the sanctuary and continues through coffee hour. First time visitors will be hesitant but if you ask them "Are you visiting us today?" most will confess that they are and welcome the opportunity to learn more about our church. If you are the Ambassador, ask "May I give you a quick orientation before you go in?" If you are not the Ambassador, just ask "Can [insert Ambassador's name here] give you a quick orientation?"

Remember, hospitality extends to Coffee Hour too. Here are three ways to identify people who you may approach in the common room to help them feel welcome:

1. Anyone carrying a blue cup.
  2. Anyone standing alone.
  3. Anyone wearing a visitor name tag.
    - (a) A hand printed blue border name tag identifies a first time visitor (or a member who forgot his/her nametag).
    - (b) A printed white name tag identifies a visitor who has visited before and has completed a yellow Visitor Information Card.
    - (c) A printed white name tag with a blue stripe identifies visitors who have attended our service at least 8 times and may be interested in getting more involved.
- Be prepared to help everyone (not just visitors) with directions about where to go and what to do. Is there something different about today's speaker or service or activities after the service? Are the kids not in the service today? Brush up on current activities by reading the weekly enews or Flame newsletter or review the Order of Worship and Announcements before folks arrive.

## Ambassador Duties

- Arrive at 10:00 a.m. for 10:30 a.m. service.
- Make sure the sanctuary outside door is unlocked. (See “Locking/Unlocking the Doors”) The key and instructions are in the east cabinet, top drawer, middle section.)
- Wear your name tag and a green hospitality ribbon
- Turn on all lights in the sanctuary and chancel area. (See “Lighting the Sanctuary”)
- Set up the foyer. (See “Foyer Set Up Photos”) Open east cabinet drawers to find offering plates, hearing aid sets, hospitality ribbons, visitor clipboards, etc. Clipboards are put together by Friday volunteers but check to make sure they have what they need (see photo):
  1. Marker or pen
  2. Two blue name labels
  3. Brochure: *Why We Go to this Church*
  4. Yellow Visitor Information Card
  5. Current issue of *The Flame* newsletter

Tell your team leader if supplies of anything are low. Leaders, let Coordinator know.

- Engage visitors.

Review this Sunday’s Announcements so you know what information to share.

Ask “Are you visiting us today?” and “May I give you a quick orientation before you go in?” If visitor(s) is comfortable, ask them to complete yellow visitor card on clipboard. Some may want to just quietly check us out and that’s okay.

If the church office has notified them that a name tag has been prepared, help them look for it. If they expected a name tag and it is not there, leave a note for the church office. Sometimes a visitor will return after a long absence and expect to find their name tag which has been purged. Recently purged name tags can be found in the small file box in the sideboard, along with plastic holders.

If they have children, let them know that their children may remain in the service with them. Children, pre-kindergarten age or younger, may also go to the nursery (show them the way). Our school age children remain in the service until we sing them to their classes. If parents are interested, show them to the classroom. Otherwise, the children may stay with their parents.

Invite them to coffee and to visit the Welcome & Engagement Table in common room. Converse with them during coffee hour and introduce them to other church members.

Lead by example and try to keep the people waiting in the foyer quiet.

- Return to the sanctuary about 15 minutes after service ends to lock the front door, turn off sanctuary and chancel lights, and make sure candles are blown out.
- After coffee hour clean up, return the foyer to the way you found it by referring to the set up photos. Put any completed yellow visitor cards in the “Attendance” mailbox. (See ‘Conference Room photos”)
- Lock the west door (parking lot side) on your way out or inform whoever is left in the building to do so.

## Greeter Duties

- Arrive at 10:00 a.m. for 10:30 a.m. service.
- Assist ambassadors in setting up the foyer. (See Ambassador Duties.)
- Wear your name tag and a green hospitality ribbon.
- Pick up regular and large print Orders of Worship from the conference room (the door to the conference room is behind the piano) and place them on the two, round foyer tables. Place about 10-15 Orders on the table outside the west door to the sanctuary for people entering there.
- Take two collection plates from the east cabinet (left side bottom drawer) and place on two chairs in the back of the sanctuary to reserve places for the greeters.
- Open the doors to the sanctuary after musicians are done practicing. You may allow folks to enter during practice, if they are quiet.
- Lighting the chancel candles is now the responsibility of the Worship Associate, as is their extinguishing, but it doesn't hurt to check.
- Be welcoming as you hand out Orders of Worship. (Some may prefer large print.).
- If you see someone you are pretty sure is new, ask "Are you visiting us today?" and "Can [insert Ambassador's name here] give you a quick orientation?"
- Once the service music begins, close the sanctuary doors but still allow people to enter. **(Note: If the organist is playing the Prelude, please do not let people in until she is finished.)** Lead by example and try to keep the people waiting in the foyer quiet.
- When it looks like most congregants have arrived, enter the sanctuary to sit in your reserved seats. Leave some extra Orders of Worship on the tables in the foyer.
- At the Offertory, the greeters go to the front of the sanctuary and collect the offering by passing the plate to each row.
- Please count the number of attendees either while you take up the offering or while standing in the back of the sanctuary. There is a place for the attendance number on the collection envelope.
- Take the collection plates to the foyer and return them to the bottom left drawer of the east foyer cabinet. In that drawer you will find envelopes and baggies. Combine the money and put it into two envelopes and a baggie. There are instructions on the front of the envelopes. Both greeters should count the money and checks to make sure of the amount. Organize the bills by denomination and put the bills and checks in one envelope and the unopened collection envelopes in the other envelope. The coins go into the baggie and do not need to be counted. Take the money to the safe in the copy room (See "Conference Room Mailboxes and Copy Room Safe") and squeeze the two envelopes into the safe. Put the baggie of change on top of the safe. Any forms found in the collection plates should be put in the "Office" mailbox. (See "Conference Room Mailboxes")
- During coffee hour, continue to engage visitors.
- Assist ambassador(s) in putting the foyer back in order.

# Lighting the Sanctuary



**Light Switches East Side of Sanctuary Doors.**

**Turn on all of them.**



**Light Switches Outside of Minister's Office.**

**Turn the lower two switches. Top one does nothing.**

# Foyer Set Up Photos East Cabinet

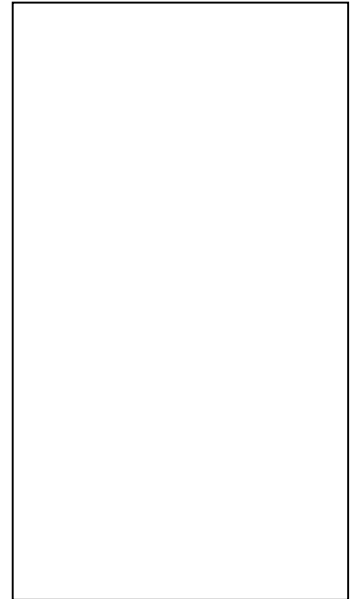
**Left Side Top Drawer  
Extra Headsets & Batteries**



**Center Top Drawer  
Front Door Keys & Instructions**



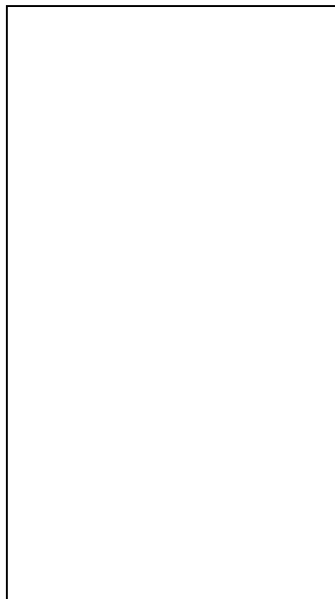
**Right Side Top Drawer  
Empty for now**



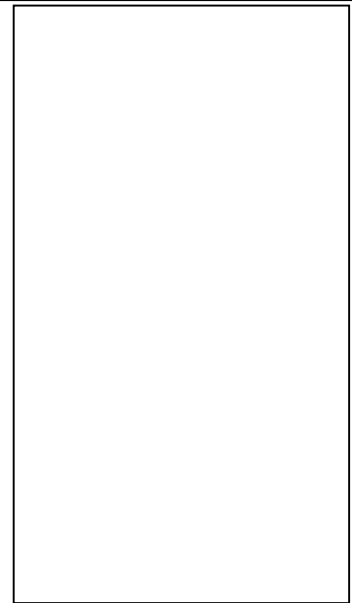
**Left Side Middle Drawer  
Basket of headsets & sign**



**Center Middle Drawer  
No drawer**



**Right Side Middle Drawer  
Empty for now**



**TURN CHART OVER TO SEE BOTTOM ROW OF DRAWERS**



## East Cabinet (cont'd)

Left Side Bottom Drawer  
Offering Plates & Envelopes



Center Bottom Drawer  
Basket of Clip Boards



Right Side Bottom Drawer  
Hospitality Ribbons &  
Hospitality Teams Manual



Sunday Morning Set Up  
Hearing Assist Headsets & Sign  
Hospitality Ribbons & Boom Box



## Sideboard on North Wall Contents



**View of sideboard on Sunday morning. Set out 5 trays of name tags in alphabetical order, copies of The Flame and basket of sermons.**

**View inside sideboard.**



**Inside left door are 5 trays of name tags.**

**Inside middle doors are copies of The Flame, basket of sermons, purged name tags, plastic holders, and kids basket.**



# Sanctuary Desk



**Sunday Morning Set Up**  
**Basket & sign for recycling. Place 2 offering plates on desk.**

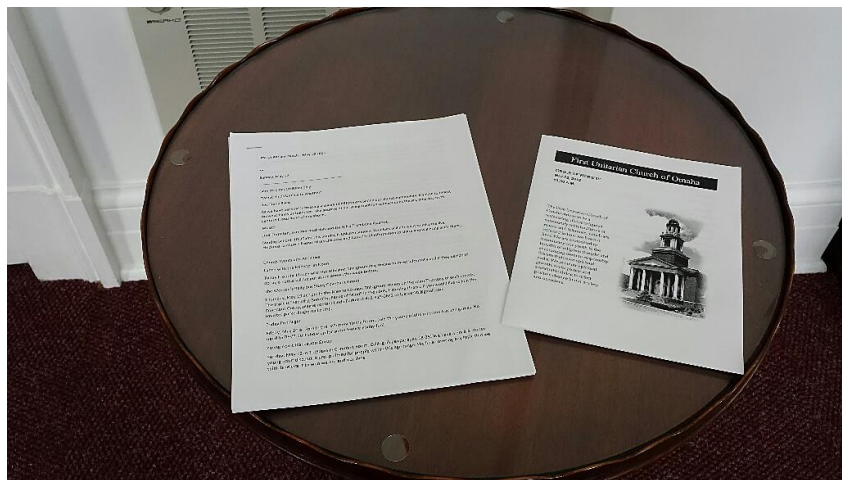


**Inside Middle Drawer**  
**Pencils, pens, scissors, paper clips, pins,**  
**pink sign-in sheets, contribution cards**

## Entrance to Sanctuary



**Place Orders of Worship (both regular & large print)  
and Weekly News on the two side tables.**



## South Wall Member Name Tag Storage



**Open cabinet doors prior to service and close after the service.  
Name tags are in alphabetical order (blue tags are alphabetized  
by first name because the first names are more visible.)**

## West Side Visitors' Desk



**View during the week.  
Brochures and sign remain  
visible unless custodian removes  
for a special service.**

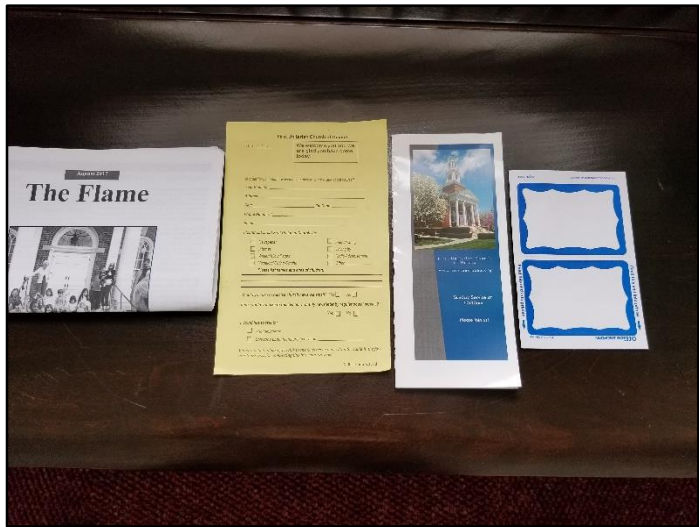


**Sunday Morning Set Up  
After the service, return the  
basket to east wall cabinet.**

# Contents of Clipboard



1. Pen or marker
2. Two blue name tags
3. Brochure
4. Yellow Visitor Information Card
5. Current *Flame* newsletter

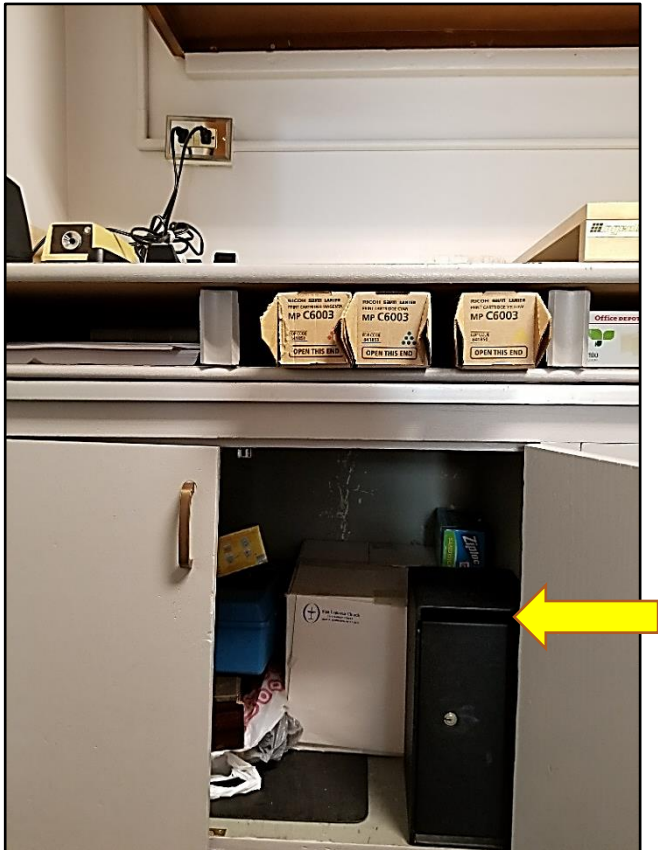


# Conference Room Mailboxes & Copy Room Safe



**Conference Room Mailboxes**  
**Yellow Visitor Information Cards**  
**go in “Attendance” mailbox.**  
**Any other forms go in the “Office” mailbox.**

**Copy Room Safe**  
**Put envelope(s) of cash and checks**  
**into the safe (it will be snug).**  
**Put baggie of change on top of or next**  
**to the safe.**





## Coffee Hour Clean Up Duties

You do not need to wait until the common room is empty to start cleaning up but try not to make people feel rushed either. Generally, it is okay to start shutting down after 30 minutes. You can pick up empty cups and water goblets and wipe off tables while you circulate the common room. Many people bring their cups and goblets to the kitchen.

All coffee hour supplies are stored in the left rolling cart under the coffee urns and should be returned there when cleaning up. (See "Coffee Hour Clean Up" photos.)

**Dirty Dishes:** Cookie plates, unless sticky, should be rinsed, dried and put back in storage in the cabinets under the microwave. Clear plastic water pitchers should be emptied, rinsed and dried with a towel. Return them to their place in the rolling cart. Do not put pitchers in the dishwasher.

The church dishwasher sanitizes the dishes but doesn't always get them clean so be sure to rinse out cups and water goblets and wipe out any coffee/tea/hot chocolate stains and especially lipstick marks. Place the cups and goblets upside down on a dishwasher rack with silverware placed alongside. When the rack is full, load it into the dishwasher.

**Dishwasher:** It is not necessary to add soap. Detergent, rinse aid and sanitizer are automatically dispensed. Custodian will be in charge of replacing when empty.



Front of Dishwasher

Press "On/Off" button to begin warm up. When the correct temperature is reached you will see "Ready." Don't load the dishwasher until "Ready" or water will not be hot enough to clean the dishes. It is still recommended that you wipe lipstick, tea stains and hot cocoa from glasses and mugs. Load dishes and press "Wash" button. The wash/rinse cycle is short. Cycle is complete when you see "Ready" once again. Reload the next load or let the dishwasher sit idle until you are ready with another load. Unlike our old dishwasher, you do not have to put something in the door to keep it from starting. The next load will not start until you press "Wash" again. When you are finished with all loads, press "On/Off" again. Find more complete dishwasher instructions below.

**Clean Dishes:** After towel drying the clean cups and goblets, you need to put them back where they belong. Water goblets are stored in the cabinet above the microwave. You need to fill one of the large brown serving trays with blue visitor coffee mugs. Fill three of the serving trays with other assorted coffee mugs. Put the trays in the rolling cart as shown in the photos.

**Coffee Urns:** Unplug the coffee urns and let them cool. Carry each coffee urn to the kitchen, empty coffee grounds into compost container if you can find it, and drain urns in the sink. (If you are not comfortable lifting or carrying the urns, you can use Bunn carafes to empty coffee from the urns, carrying them to sink to pour out.) Rinse out empty urns and their parts, wipe dry both inside and out, put parts back into urns, and return urns to their original positions on top of the rolling carts ready for next Sunday.

**Bunn Coffee Maker:** Carafes should be rinsed, left empty and the unit turned off.

**If you have any problems with the coffee urns or Bunn coffeemaker, or if you see that we are missing or are low on supplies, please notify the church office.**

**Hot Tea:** Unplug hot water urn and leave. Store the tea chest in the rolling cart.

**Condiment trays:** There are two condiment trays, one next to the coffee urn and one next to the hot water urn. Remove the spoons and put both condiment trays on the brown serving tray and place it in the rolling cart.

**Coffee Hour Donations:** Remove any donations from the two coffee frogs and place the money in an envelope found on the inside of the left cabinet door of rolling cart. Fill out the form, sign it, and put it in the Office safe. Put the now empty frogs on the bottom shelf of the rolling cart.

**Towels:** After doing a final wipe down of all surfaces, please consider taking the dirty towels and washcloths home to wash and return.

**Locking Up:** After making sure everything is cleaned up and turned off, turn off the lights in the kitchen and common room. Make sure the sanctuary doors and the west side door are locked. If someone is still in the church when you are ready to leave, let them know that they are now in charge.

## OPERATING THE LXe DISHWASHER

DO THIS	DISPLAY SHOWS	REMARKS
Press ON.	Model number.	Dishwasher performs self-check. This takes 5 seconds.
	FILL and fill icon lit; sump temperature displayed when machine is filling.  WARMING UP and warming up icon are displayed when booster is preheating on models LXeH and LXeR. This preheat could take up to 15 minutes.	Dishwasher fills with water. When filled, pump turns on for 10 seconds.  If door is opened during fill cycle, fill will stop. After door is closed, the process continues where it stopped.
	During fill, sump temperature is displayed.	When filled, machine will maintain an idle state. Heat is maintained in both sump and/or booster.
Open door; slide rack of dishes into dishwasher. Close door.	READY lit and sump temperature displayed.	Detergent will be added automatically during wash cycle.  Rinse Aid and Sanitizer will be added automatically during rinse cycle. (NOTE: Sanitizer only used on LXeC and LXePR models.)
Press WASH.	WASH and wash icon lit; sump temperature displayed during wash cycle.  RINSE and rinse icon lit; rinse temperature displayed during rinse cycle.	Machine initiates a wash and rinse cycle.  If door is opened during wash, rinse, or drain cycle, cycle will continue at point where door was opened upon closing door.  If POWER is pressed during cycle, machine will drain and shut down.
When cycle is complete, reload machine for next wash/rinse cycle; or, if not in use, machine will maintain idle mode.	READY lit and sump temperature displayed.	Machine will drain and shut down if the four hour idle shut-down time is reached.
At the end of the day, press POWER.	DRAIN and SHUTDOWN IN PROGRESS are displayed; then the display shuts down.	When POWER key is pressed, machine will drain and shut down.

# Coffee Hour Clean Up Photos

**Left Rolling Cart  
Coffee Hour Supplies**



**Top Shelf  
Blue Visitor Cups & regular cups**



**Middle Shelf  
Cookies, Frogs, Pitchers**



**Bottom Shelf  
Condiments, Tea, Coffee, Filters**

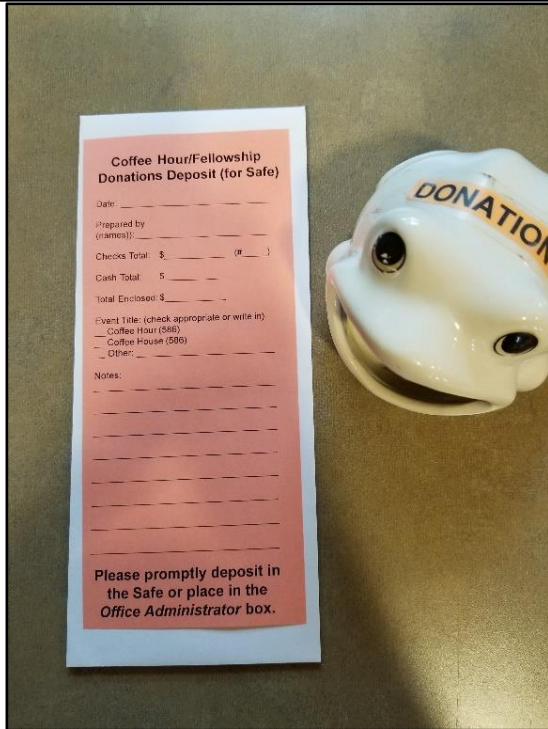
**BUNN brand  
Coffee Maker**



**Location of Coffee Hour  
Donation Envelopes**



**One of Donation Frogs &  
Coffee Hour Donation Envelope**



## Locking/Unlocking the Doors

Only lock and unlock the east door of the two door entry to the sanctuary. The west door of the two door entry should remain locked at all times.

Find the key in the east cabinet, top middle drawer.



When door is in the Locked position, you will see that the bar is not pushed in. It will depress when you push it.

To unlock the door:

- (1) Push in the bar and hold it in while inserting key in either inside hole (doesn't matter which one).
- (2) Turn the key all the way to the left. It may be hard to turn but keep trying and turn again and again until you can turn no further. Then repeat by inserting the key in the other inside hole. It is important to key both sides in order to keep the bar level.
- (3) Let go of the bar and it should stay pushed in. It is now unlocked. People can exit by pushing on either door.

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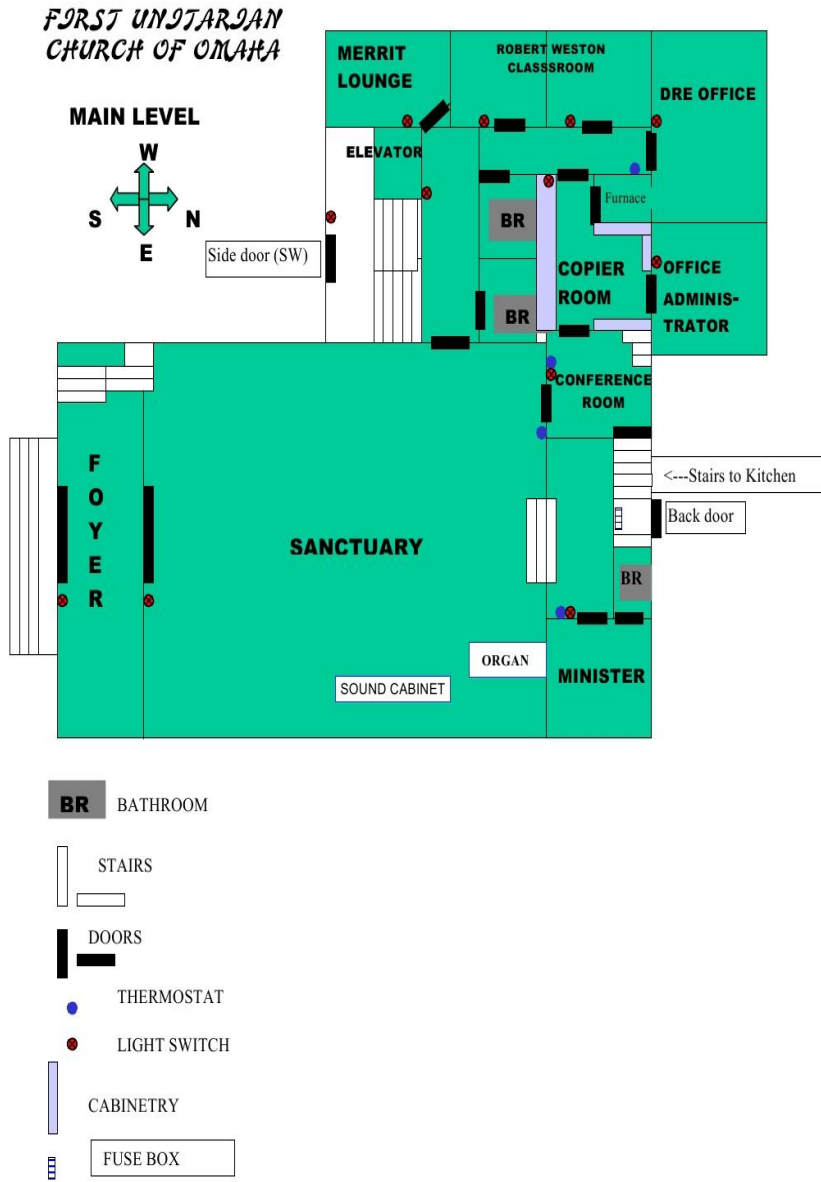
When the door is in the Unlocked position, you will see that the bar is in the "pushed-in" position. It will not depress when you push on it.

To lock the door:

- (1) Push on the bar and hold it in while inserting key in one of the inside holes (doesn't matter which one).
- (2) Turn the key all the way to the right. It may be hard to turn but keep trying and turn again and again until you can turn no further. Then repeat by inserting the key in the other inside hole. It is important to key both sides in order to keep the bar level.
- (3) Let go of the bar and it should pop out. It is now locked but people just push on the bar to leave.

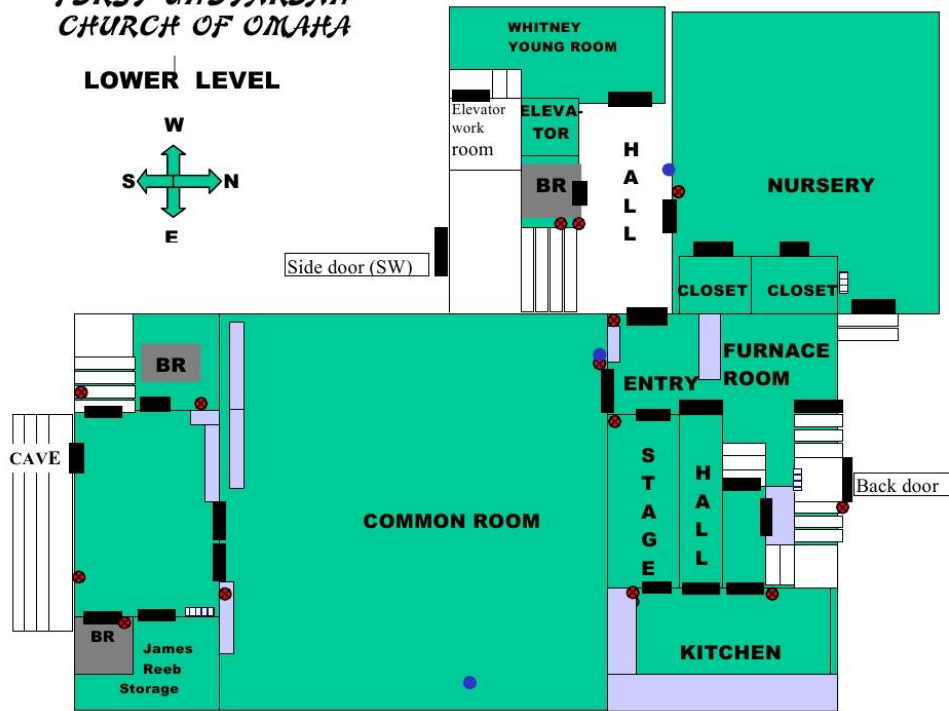
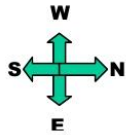
It is always good to work with another person to test whether the door is locked or unlocked by going outside and trying to get back in.

# Maps



*FIRST UNJARAN  
CHURCH OF OMAHA*

**LOWER LEVEL**



- BR** BATHROOM
- STAIRS
- DOORS
- THERMOSTAT
- LIGHT SWITCH
- CABINTRY
- CIRCUIT/FUSE BOX