

HOSPITALITY TEAMS DUTIES, PROCESSES AND PROCEDURES (UNTIL WE HAVE A FUNCTIONING KITCHEN) REV. 5/17

HOSPITALITY TEAM COORDINATOR:

Organizes and keeps the signup for the teams. We use Signup Genius to invite and remind people of the dates they are signed up for. The coordinator also makes sure that supplies such as plates, cups, napkins, and coffee are always stocked.

TEAM LEADER: Must have one per team.

- Check in with your team about 2 weeks before your month begins. Make sure all duties are covered for each week in your month. If someone will be gone on any Sunday, please be sure that someone they have found someone else to cover their duties.

KITCHEN (for a regular Sunday service) 2 Persons

Set up Arrive 10:00

- Start heating the coffee maker by pushing the On/Off button, if it is not already on (it takes about 20 minutes). You'll see a FAINT green "Ready to Brew" light when it is ready.
- While the coffee maker is heating, set out cups, snacks, tea makings, cream and/or vegan creamer, sugar and sugar substitute and napkins. Put extra snacks back in the pantry room so nobody opens anything you don't want them to.
- NOTE: we have some space in the refrigerator directly to the left of the door when you enter the room. Always label anything that belongs to us and keep it in that first refrigerator. In that room, our section is the set of shelves and table on the left side. Try to keep everything on that unit, if possible.
- Start the coffee (two generous scoops of coffee from the bag marked "SMUUF" in the basket and 64 ozs of water in the coffee maker, which means fill up the white, OVAL pitcher--not a round one--to the line marked "coffee" and pour it in the coffee maker. If you use the tall coffee grinder, grind 2 times per coffee basket, put under the grinder.) **Don't forget to put**

the pot under the coffee maker BEFORE you pour the water in. Also, be sure that you use the SMUUF coffee, not the coffee that belongs to the UCM-Wesley. Coffee may be stored on the shelf beside the refrigerator or in the freezer section of the fridge.

- Always try to leave the coffee grinder as full as you found it, if you're using beans.
- Make three pots of coffee. Remove grounds after each pot of coffee is brewed. Check to see if you might need to make another pot. Remember to unplug the coffee maker when you're finished making coffee.
- For those who drink tea, heat a pot of water in one of the regular small coffee makers. Be sure to unplug the small coffee maker afterwards.
- Steps 2 and 3 take about 2 minutes for each pot.
- Set out coffee and break out a bowl of ice for the cream.
- Set out juice.
- Set out snacks, but remember, we only need to provide a light snack, not a meal, to tide people over before they move on to lunch with the FUUDies. Keep it light and easy.
- One person can be responsible for buying perishables each week: carrots, cheese, hummus, or whatever. NOTE: we only need to provide a light snack, not a meal. Try to use creamer that is responsibly sourced, and also make sure to have some non-dairy "creamer", such as soy or almond milk.
- **IMPORTANT:** If possible, leave the tables in the Fellowship Hall in the same arrangement that is on the diagram on the wall above our table in the pantry room. If we have to move tables, we need to always make sure they get put back according to that diagram. It is very hard on the group that uses the room on Monday morning, if the tables are not set up according to the diagram. **Also, be sure to unplug the big coffee maker and the small one that heats water for tea when you're all done.**

Cleanup: (12:30 - 12:40ish)

- Make sure all cups and plates have been picked up from the tables.
- Put away any leftover cookies, juice, cream, etc.
- Wipe down all the cabinet tops and all tables.

- Sweep floors. Empty restroom trashcans into the big kitchen trashcan, so you can take it all out together. Empty any trashcans that might be sitting around.
- Take out trash to the dumpster that sits out front of the UCM-Wesley parking lot, near the street.
- Make a note of anything that needs to be replenished and bought, such as cookies, creamer, etc., and purchase all supplies during the last week of your month, so the larder is stocked and ready to go for the next team. Use the Sam's card to buy the supplies. The bill will automatically be sent to the treasurer, so you do not have to use your own money. Do submit your receipt to the treasurer, though. If you do not make your purchases at Sam's and buy them elsewhere, pay for the goods and submit your receipt to the treasurer for reimbursement.

If we need coffee, the coordinator typically orders it from redbudroasters@gmail.com or from Cydney Henderson, who sells us Fair Trade Coffee.

SMUUF GREETER DUTIES—2 persons (one can be from the team and one from the Caring and Concern committee)

Sunday morning 10:00 am

Set-up

- Get Greeter Table items in box labeled "Greeter Table" and the three black boxes of name tags from the counter top, in the storeroom behind the altar in front of the sanctuary.

Items in box include:

Guest tags (in blue holders)

Brochures in brochure box

Pens and/or pencils

- Set Up Greeter Table (Table in Entry Area): Place items on table (can store box under table)

- Set up the small table with
 - 1) copies of the SMUUF intro brochure;
 - 2) a basket of blank name badges;
 - 3) a stack of yellow visitor information questionnaires;
 - 4) the Welcoming Congregation frame;
 - 5) copies of the welcome brochure; and
 - 6) the small Lucite holder with a few UUA welcome pamphlets.

- Set up Name Tags (on large brochure rack on the right side just in front of the entrance into the sanctuary.

- Put the larger straw basket used for recycled orders of service on the left end of the rack or on the small table in the middle of the entryway. Next place the three name tag boxes on the rack and open the boxes.
- Set out a basket so people can put their name badges in it after the service.
- Put on your name badge and “Greeter” ribbon.

Greeting visitors:

The number one priority is to greet visitors and make them feel welcome.

Suggestions:

- Greet all people coming in. Members and friends usually respond and walk on by. Visitors often say they are visiting for the first time. If you think they are a visitor just ask them if this is their first time. If they happen to be old time members they should be understanding and realize that you may not know everyone and that you have the job of welcoming visitors. If they are visitors you might ask them where they live, how they found the fellowship, and if they are familiar with Unitarian Universalism.

- Hand visitors a yellow form so they can give us their name and email if they want, and they can place it in the name badge basket after the service.
- Have visitors make a name tag and put it in a blue holder so people know they are visiting for the first or second time. Write the date on the back of their name tag, so we'll know if they have been here a couple of times and need a permanent tag. If they do need a permanent tag, try to remember to get the tag back from them before they leave and give it to Jeff Rasco, who prints the nametags.
- Tell them where the restrooms, RE and nursery are if appropriate. If visitors have children, please explain that parents may stay with their children throughout the service or go with them downstairs, but that most children start with the service, then leave partway through and go downstairs. If you can, you may want to introduce them to one of the RE teachers. Please mention to all visitors that children's classes and infant child care are available, even if they don't have children with them.
- Invite them to refreshments and coffee after church in the fellowship hall. Also invite them to "lunch bunch" after church.
- It's not unusual for a group of visitors to come in at the same time as the service is starting. You may not be able to talk to all visitors, but a smile of recognition is great. Maybe you can catch them after church. Note any new people needing name badges, or members/visitors who need replacements.
- We no longer have visitors sign in; we hand them a yellow form instead. Be sure to get the filled-in yellow forms to Scottie after the service.
- If visitors get to the service late, say hello and let them go on in, but then catch them after the service to get more information from them and welcome them. Ask them if they have questions.

During the Service

- Continue to greet stragglers until about 11:10 a.m., around the time of Joys and Concerns, and then you can join the service.

- If visitors are sitting by themselves in a back row, you may want to sit with them.

Greeter duties after the service

- Station yourself in the foyer and invite the visitors to stay for refreshments and coffee in the fellowship hall. Introduce them to others and help get conversations started.
- The last job is to return everything like it was when you arrived. The greeting table and name tag materials go back to the storage room where they were. The Christ Church Guest Register goes back where it was on the brochure rack.

USHER—1 person Sunday 10:00am

Stand just inside the sanctuary door and hand out hymnals.

- Give the visitors a hymnal and order of service and invite them into the sanctuary. If possible, lead them to a seat and try to introduce them to the member/friend they are seated by.
- If you get there early, you can ask the sanctuary set up person if you can assist with set up. But be sure you are able to give everyone a hymnal and order of service as soon as they start entering the sanctuary.
- Please leave both sanctuary doors open until most of the people have gotten in from the hallway - even if that means having them both open after we've started singing "Spirit of Life". Then, when the hallway is clear, close ONE of the doors, leaving the other open to seem more welcoming to even later comers
After the Welcome & Announcements, when the Worship Leader has called for the Chalice Lighting, you can close the other door.

DURING THE SERVICE

- During the offertory—the Lay Leader will start the bowls circulating. When the bowls reach the back of the room, the usher takes them to the front or

asks someone else to do it. **However, they should not be taken to the front during the Offertory. Wait to take them to the front during the song “From You I Receive”, NOT during the song being played during the offertory. “From You I Receive” comes after the offertory song is finished.**

- Count attendance, including Members/Friends; Visitors; Nursery; Young Children; Older kids. Use a smart phone to access Google Drive and log in the numbers or let the sound system person know and he/she can enter it. (This may be done by the sound system people; check with them to make sure).

NOTE: Counting the offering requires TWO people, but you as a member of the Hospitality Team don't necessarily need to do the actual counting. Just make sure 2 people do it. You can check with the Treasurer to see who is scheduled to count. Then it is given to the treasurer to deposit.

BUILDING SET-UP—1 person

Sunday morning 10:00am

- Supplies for setting up the sanctuary are in the closet, behind the altar area to the left.
- Hang the green sign above the front door on the outside of the building.
- Drape the cloth SMUUF banner over the white speaker's stand so the SMUUF logo and word show. Drape the altar covering, made of the same cloth as the banner, over the wooden altar and place the chalice, lighter, and metal fire smothering tool on the altar, as well as the round collection bowls.
- Find a piano bench from near the piano (but not the one directly in front of the piano) and place it to the right of the altar. Then place the water bowl (about ¼ full of water) and bowl of stones on the bench.
- If there are not enough chairs for the congregation, they are usually placed in small squares at the back of the sanctuary, by the entrance door. Pick them up and move them to make more rows of seating. After the service, they need to be returned to their previous places, so pay attention to how they were set up before you move them.

- Check both upstairs bathrooms. Be sure they are clean --- toilets, mirrors, floor (there are often bugs on the floor, little pieces of toilet paper, watered down hand soap, etc.). Be sure there is plenty of toilet paper and paper towels in the neat places they need to be. Empty the trash cans. Do whatever it takes to clean and replace paper items.
- Sweep the outside entrance of all the leaves that pile up there each Sunday and place the mats in a correct and straight alignment. It's the first impression of our worship space.
- Check the foyer for stray items --- trash cans, blankets, personal belongings, etc., and remove them and straighten the cushions and pillows on all the couches. Make it look neat, clean, and welcoming.
- Check the Fellowship Hall for stray items, trash, etc. and remove them.

AFTER THE SERVICE:

This is a job that everyone can and should help with, no matter what their assigned duties are. This one takes the most work, but it can be completed in a decent amount of time if everyone helps.

- Put away the green sign over the exterior door.
- Put away all of the items you set out in the sanctuary before the service. Restore the chairs to their original positions.
- Take the stack of Orders of Service from the basket home with you to recycle.
- Clean the kitchen area, clean the tabletops, sweep the fellowship hall and the small room where the food is served, take out the trash from the eating areas and the bathrooms.
- If you see something that needs to be done, do it.

TIME-LINE AND PROCEDURES FOR LAST WEDNESDAY MEAL AT SOUTHSIDE COMMUNITY CENTER

6 Cooks, 3 Servers

1. Set date as last Wednesday of the month and plan a menu. Samples are below.
2. On the **third Wednesday (or soon thereafter)** of the month:

Contact Southside Community Center (512-392-6697) to get an estimate of the number of diners and to let them know that the team will be there. The person in charge is very helpful, but she likes to be assured ahead of time that we will be there on our designated date. Be sure to check in with her a week ahead.

Use the largest number to estimate servings. In the winter, we had 30 diners, but in the summer, as many as 100; it's always best to call to get an estimate. Multiply that number by 2.5, because they love to have leftovers for anyone who might need them later. Adjust the recipes so that the number of cooks will prepare enough food for the estimated number of servings.

- Send recipes, if necessary, to the people who have volunteered to cook. Cooks don't have to serve and servers don't have to cook. Tell servers to arrive at Southside by 4:45pm.

4. On the **last Wednesday** of the month:

- **About 4:30:** The person in charge should arrive to help with setting up the dishes, making tea, or whatever else is needed. Maybe nothing is needed. Put a large stack of plates to the left of the range. The food may be on the range or on the cabinet next to the range. Check that forks are on the tables. When the food is delivered, determine the size of each serving.
- **At 4:55 pm:** 2 or 3 people prepare the meals for serving. One will get a plate and put a serving of the main course on it. Then hand the plate to the next person who will put a second serving on the plate. Then hand the plate to the servers – 2 or 3 needed. Most of the diners will be in line by 5. Rather than having them wait and our trying to guess who came in first, prepare 3 to 5 plates before 5pm to take immediately to the diners after they sit. Some people are quiet and don't fuss if they don't get their meal

in order. But it is better if the first who come in are first served. It can get hectic until about 5:30.

Many diners ask for seconds and more. Be sure everyone has had a first serving before giving anyone seconds. Some want to take food with them. This also can get hectic as some diners are arriving as others are getting seconds. Some diners want specific food items; so be sure that they get what they ask for to reduce waste. Some will not like everything on their plates. After eating, the diners bring their plates to the trash can and scrape leftovers in the trash. Take the dirty dishes from them to give to the dish washer.

This process continues until 6:30pm. The majority of diners arrive at 5; there may be a lull, then another group will arrive around 6. At 6:30, the doors should close, but additional people may arrive. The SSCC shelter directors may know if some people will be late.

Gather up dirty dishes left on the tables. Wash and dry the remaining dishes, and put them away in the cabinets. Clean the counters and tables. If there are leftovers, put them in containers to store in the fridge. If food is leftover, we can eat. But we eat AFTER the Southside diners.

If we run out of food, heat the emergency soup, if available. Some unexpected help may arrive. Students get class credit for volunteering and others perform required community service. Let them work. Our volunteers can go home!

Menu Ideas

Vegetarian Minestrone

Vegetarian Sloppy Joes

Chicken pot pie and green salad

Tamale pie and green salad

Hot dogs with chili, cheese, and cole slaw

Ham, grilled potatoes, and cole slaw

Beef stew and cornbread

Just salads: chicken, pasta, taco, green, vegetable such as pea/cheese, broccoli
Additional items are broccoli and cauliflower with cheese sauce, watermelon,
banana pudding
Soup—during the winter

The diners are appreciative of salads and vegetables. No desserts or bread.
Some recipes are on UU Google docs.

Notes:

With a simple meal (2 items), 4 people can handle the kitchen. It's a small kitchen
and too many people just get in each other's way. But 5 might make it easier if
one person is washing dishes as needed.

We need 70 to 80 servings for 30 people. Four cooks for chicken pot pie. Two
people have provided salad, but they were huge salads with not much left over.
So, 6 cooks. It's always just a guess.

NOTE: We have Sam's cards for use by Hospitality Teams. Check with the person
in charge of Hospitality Teams to get one.

POT LUCKS—Planning: 1 Person

Traditionally we have a potluck at 9:30am on any month that has 5 Sundays.
However, that is not fixed in stone. Hospitality teams do not have to bring extra
food, just be sure that someone is there early enough to make coffee and have
supplies ready for the potluck.

On the day of the event, arrive about 9 AM.

- Set up coffee as usual and arrange the tables.
- Make ice water and tea or juice in the two large drink containers that sit by
the coffee grinder (or where ever else they have been left). Make sure they
are well washed and run water through the spouts.
- Set out plates, forks, spoons, napkins and cups on the tables in the middle
of the room. We've been using some thin disposable plates that wash quite
well. We use the church utensils if available. Otherwise, be sure there are
plenty of plastic utensils.

- As the food arrives, lay it out according to what it is -- i.e. salads, main dish, vegetables, breads, deserts. Make sure the vegetarian and vegan dishes are marked. Keep the food covered as much as possible.

On potluck days, there is no need to bring extra food for after the service, as there will be plenty of leftovers.

- Try to make sure everyone gets their container back. If there are any leftovers send them with folks that want them. Often some of the single folks like to take some of the leftovers home.
- Clear and wipe down the tables. Empty and clean the coffee pots. Put other stuff away in the box or the refrigerator. NOTE: USE THE REFRIGERATOR to the left of the door in the conference room.
- Arrange the tables back into their original order and clean up all counters, sweep and empty trash. Trash goes in the big dumpster at the end of the parking lot, by the street.

No matter what position you have, if you see someone else needing some help, please jump in and help. Two areas that frequently need extra help are greeting people before the service (sometimes it gets packed if too many people come in at once. Go ahead and help greet). The other area is the cleanup of the kitchen and dining area after the service. If you can help out, please do.