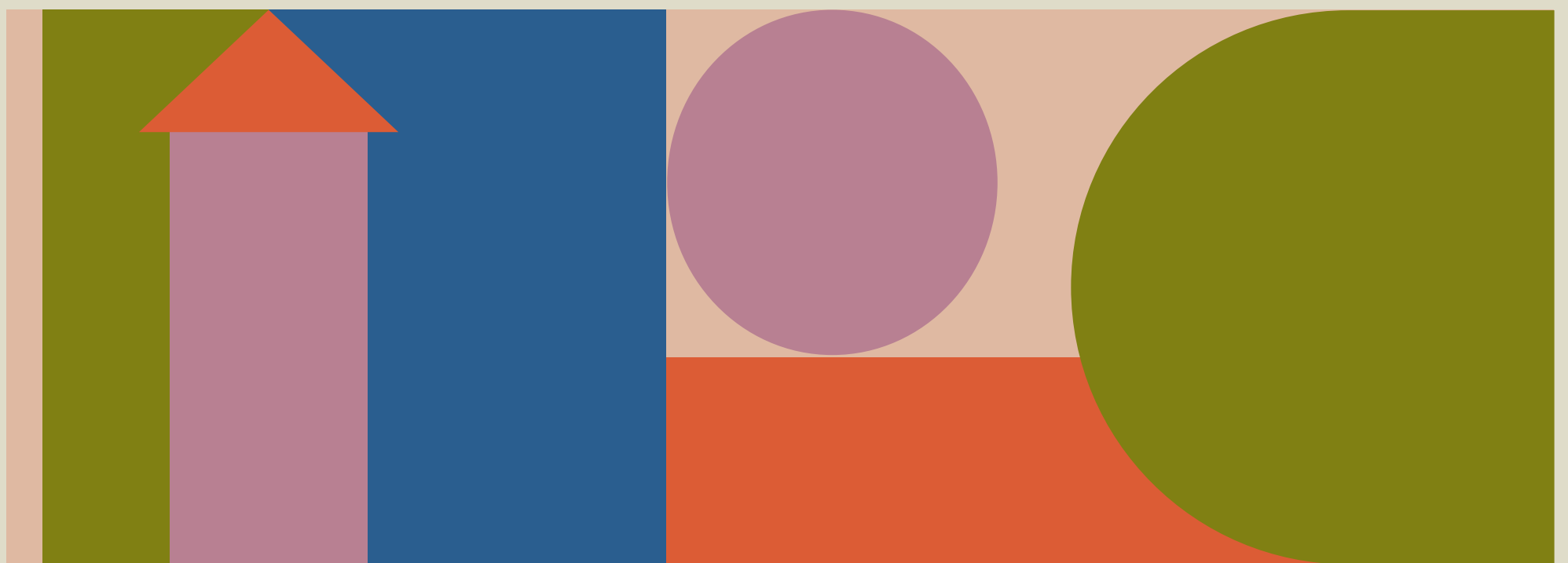


Equip

MANUAL



HOSPITALITY TEAM

Hospitality
TEAM

Section I

KEYSTONE
MISSION, VISION
AND VALUES

Part One: Keystone Mission

Jesus said, "...Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the days."
(Matthew 28:19-20, NLT)

Part Two: Keystone Vision

Leading everyone to experience a passionate life in Christ!

Part Three: Keystone Values

Keystone's seven values describe WHO WE ARE and WHO WE STRIVE TO BE as a church. As we carry out the great mission and vision God has called us to, together we must create a culture that reflects the values God has made clear. With every touch, every conversation, every act of service, every move we make, we commit to carry out this great vision and these values as we love God and love others at Keystone Church.

1. Jesus Changes Lives

Life change begins in a relationship with Jesus. We love seeing lives changed so much you might say we are addicted to life change! We are passionate! As a result, we steadfastly commit to help people encounter God, receive the gift of salvation and experience the purpose and freedom Jesus promises for those who put their trust in Him. (John 3:16)

2. The Bible Is our Truth

The Bible is God's voice. In a world full of opinions, we choose to find our truth in God's Word, the Bible. We believe the Bible is the authoritative, supernatural revelation of God Himself and God's gift to guide those who love and seek Him. The Bible reveals God's design for His Creation and shows us the way to live life beyond what we could ask or imagine. (Psalm 119:11)

3. We Sing Loud

Anytime we gather together, God gives us unforgettable experiences as we praise and worship Him. God created worship and praise as an opportunity to connect intimately with Him. We sing loud because of what God has done, what God is doing and what we believe God will do in our lives as we stay close to Him! (Psalm 47:1)

4. We're in This Together

You matter to God. You matter to us. We weren't meant to live this life alone. God created the Church to be a family and we want this place to feel like home. Like any healthy family grows in size, the church was created to grow. As we grow larger our passion is that it's not about our size, it's about our spirit. We're in this together! (John 17)

5. We Always Bring our Best

God calls us to love Him and to love others. One of the ways we love well is to BRING OUR BEST. Jesus brought His BEST for us! We are driven to bring our best for Him and others. As a result, we value hard work, creativity, beautiful spaces, and doing everything we do with EXCELLENCE. (Colossians 3:23, 1 Corinthians 10:31)

6. We Are Serious About Having Fun

God is the creator and author of FUN. We believe God is a blast and the church should be too! We recognize that every good gift comes from God. We seek to enjoy God and His gifts His way as we create FUN environments that point us to the God who loves life! (Song of Songs, James 1:4, Psalm 34:8)

7. Passion Drives Us

Passion is not something that has to be pulled out of us. Rather, passion pours out! As God has loved us, we will love. As God has served us, we will serve. As God has generously given to us, we will generously give. We love God and His Church with PASSION. We embrace the mission from Jesus with PASSION. (Matthew 22:37-40)

Hospitality
TEAM

Section 2

TEAM MINISTRY STANDARDS

Part One: General Expectations
and Behaviors

Part Two: Age and Background
Check Requirements

Part Three: Team
Characteristics

Part Four: Position Descriptions

We are the Keystone Family. We are people who answer God's call to love God, love people, and serve God's Church. As Jesus served us, we serve others as we lead everyone to experience a passionate life in Christ!

Part One: General Expectations and Behaviors

Serving and Attending the Worship Experience

All Servant Leaders will commit to regularly attending the in-person weekend worship experience at Keystone. For teams that require Servant Leaders to be in position for an entire service, these Servant Leaders serve at a separate service from the one they attend in the Auditorium.

Servant Leader Safety Considerations

While serving, always make an effort to maintain safety for yourself and those who are serving with you. This means avoiding situations where a person's integrity could be called into question. Never enter a closed-door room with a child (who is not your own) without another unrelated adult present, nor a closed-door room with only one other Servant Leader of the opposite gender.

Weekly Communication and Preparation

Being prepared and communicating with our team helps us bring our best as we serve God and others. Each Servant Leader is asked to communicate regularly with their team's leadership via Planning Center Online. Schedule requests will be sent weekly via email and the Planning Center Services app. Please promptly respond to these schedule requests (Accept or Decline) when they are sent each week.

Dress Code

Each Servant Leader will receive a Keystone Church lanyard or a magnetic badge that should be worn at all times while serving on the campus. A modest dress code is required.

Arrival and Departure

The arrival time for Servant Leaders is normally 75 minutes before the service start time, or immediately after the service they attend. This allows time for parents to check in and drop off their children prior to the team huddle. Children ages birth to 6th grade should attend their Keystone Kids programming while their parent is serving.

Upon arrival, all Servant Leaders should immediately check in with their Service Lead and will be dismissed by the Service Lead at the end of the service. Below is a sample timeline of what your experience may look like during a normal service while serving on this team.

75 minutes before service	Arrive and begin preparation for the Hospitality Bars.
30 minutes before service	Join the Team Huddle led by Staff or Service Lead.
25 minutes before service	Servant Leaders are in place.
Service begins. Assist guests who arrive at the last minute with getting coffee or water and moving toward the Auditorium.	
10 minutes after service begins	Servant Leaders are released to attend the service.
Immediately following the service	Check the coffee bar during the transition between services. Water elements should remain out until most guests have left the West Lobby after the final service of the day.

Cell Phone Usage

Cell phones are to be used for assigned ministry use only. Please keep your cell phone hidden while you are in position and serving on behalf of the team.

Transferring or Stepping Down

Please give your team's leadership a two-weekend notice if you are interested in stepping down or transferring to a different serving team. If you are interested in serving in a different ministry, Keystone Staff will help make this process as smooth as possible by connecting with the leadership of that ministry to get the process started.

Part Two: Age and Background Check Requirements

Servant Leaders on the Hospitality Team must be at least 18 years old. Background Checks are required for all Servant Leaders serving on the Hospitality Team.

Part Three: Hospitality Team Characteristics

As Servant Leaders, we commit to carry out our church's vision and values through clearly defined standards that are specific to the role each Key Team contributes to the overall experience at Keystone. The Hospitality Team creates a warm and inviting environment for guests and opens the way for them to encounter God.

I. **Hospitable.** Our team has a heart of service to provide a welcoming environment for all services and events at Keystone Church.

- Anticipate the needs, feelings, or questions a guest might have during their first experience at our church. For example, if a first-time guest is alone, be prepared to connect them with a VIP Servant Leader in a friendly and engaging manner.
- Connect with guests through intentional conversation.
 - “How did you hear about Keystone Church?”
 - “How long have you been attending Keystone?”
 - “Is there anything I can help you find?”
 - “Have we met?”
- Near service start time, assist guests and regular attendees at the coffee bar and encourage them to enter the Auditorium.

2. Excellence. We set the table with beauty and excellence to create an inviting atmosphere.

- Create a welcoming experience for guests from the coffee bar to the Auditorium (i.e., organized and clean coffee bar, beautiful displays, etc.).
- Work together and communicate with others on the team to create smooth experiences during transition times.

3. Engaging. Engage and serve the guests you encounter in order to create an exceptional first time experience.

- Smile and make eye contact with guests as they arrive.
- Practice good listening, and be prepared with open-ended questions to keep the conversation going.
- Exude positive and friendly body language like standing up straight, smiling, and staying focused on the guest.
- Be ready to take a First Time Guest to meet one of our VIP Servant Leaders.

4. Professional. We bring our best with personal presence, conversations, and attitudes.

- Be attentive. Keep your hands free. Look outward from the coffee bar area to immediately see people who may be looking for assistance.
- Serve with positive energy and professional presence through warm and friendly facial expressions and approachable body language.
- Be familiar with the Servant Leader dress code. Wear attire that is appropriate for hosting guests through our campus.

Part Four: Hospitality Team Position Descriptions

Hospitality Team Lead

The Team Lead is responsible for guiding the team on a spiritual and procedural basis. The Team Lead will monitor the weekly schedule with the Service Lead to ensure that necessary positions are filled. The Team Lead is responsible for all training for new Servant Leaders

Hospitality Team Service Lead

Service Lead is responsible for guiding Servant Leaders during their assigned hour spiritually and procedurally. The Service Lead will monitor weekly schedules and make sure all necessary positions are filled. The Service Lead is responsible for their team carrying out all tasks for their hour.

Coffee Bar Servant Leader

Servant Leaders in these positions provide a warm and contagious hospitable spirit as they engage with guests coming to the coffee bars. Team members are responsible for all processes and procedures, responding to weekly schedule requests, and communicating to their Service Lead. Coffee Bar Servant Leaders also assist with brewing coffee and making sure the area is displayed appropriately as needed.

Brew Crew Servant Leader

Brew Crew Servant Leaders provide a warm and contagious serving spirit as they engage with our coffee bar team. Primarily, these Servant Leaders brew all of the coffee and set it out in the equipment at the coffee bars. Team members are responsible for all processes and procedures, maintaining a clean working area, responding to weekly schedule requests and communicating to their Service Lead.

Hospitality
TEAM

Section 3

PROCEDURES

Part One: Preparing and
Hosting the Hospitality Bar

Part Two: Other Hospitality
Procedure Notes

Part One: Preparing and Hosting the Hospitality Bar

Coffee Preparation Process

Coffee will be prepared in the Catering Kitchen. Be familiar with coffee machine operations. Specific instructions for the different machines will be displayed in the coffee preparation area. Begin brewing coffee upon arrival. While it is brewing, begin cleaning and restocking condiment stations. Additional supplies will be located in the Catering Kitchen pantry. When coffee brewing is complete, deliver to each of the serving areas throughout campus.

Water Preparation

Pitchers are available at each Hospitality Bar with infused water. Specific instructions will be displayed in the preparation area. The necessary ice, water, and fruit will be stored in the Catering Kitchen. When pitchers are ready, deliver them to each of the serving areas throughout campus.

Hospitality Bar Presentation

Normally, the Hospitality Bar is presented with fresh coffee and infused water (including related condiments and serving supplies) for all guests and regular attendees. Refer to the presentation binder for a consistent set up of the Hospitality Bar. Consult with your Service Lead to determine the proper amount of coffee required.

While guests are present, maintain all pots, pitchers, and condiment stations. Clean serving stations when necessary. Check the levels of coffee pots and water pitchers, and replace them when necessary. Continue brewing coffee and preparing water when people are present.

Hospitality Bar Hosting

Greet guests as they get coffee and welcome them. Our team has the opportunity to interact with a wide variety of attendees. Be prepared to engage in conversation or help provide direction when asked. Should you encounter a First Time Guest, encourage them to connect with the VIP Team.

Coffee Clean-Up Process

When service begins and most people are no longer pouring coffee, your Service Lead will determine when it is appropriate to enter service for worship. At the end of service or when a coffee pot empties, return the coffee dispensers to the brewing area. Empty and rinse coffee dispensers and put them away for drying. Clean and rinse the brewing machines, as well as the brewing area. Begin preparing for the next service.

Part Two: Other Hospitality Procedure Notes

Equipment Failure and Restocking Supplies

If you experience an equipment failure, contact Service Lead and/or Staff. Check condiment supplies regularly and notify the Service Lead if supplies need to be reordered.

Other Hospitality Team Opportunities

Upon request, the Hospitality Team may serve at events hosted outside of weekend services. Servant Leaders on this team may have the opportunity to serve at these different types of events. Specific details and schedule requests will be communicated by a Team Lead or a Service Lead.

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