

COMPLETE HOSPITALITY GUIDE

Table of Contents

A. COFFEE HOUR

i) Checklists

- a) Pre-Coffee Hour
- b) Coffee Setup
- c) Snack Setup
- d) Snack Cleanup
- e) Coffee Cleanup

ii) Hosting Coffee Hour

- a) Food/Beverages
- b) Ice Machine
- c) Brewing Coffee
- d) Coffee Setup
- e) Snack Setup
- f) Hosting
- g) Snack Cleanup
- h) Coffee Cleanup

B. ADMINISTRATIVE

i) Duties and Responsibilities

ii) Inventory

iii) Monthly Reports

iv) Annual Budget

COMPLETE HOSPITALITY GUIDE

COFFEE HOUR

Coffee Hour is not a difficult process but just has lots of moving parts. This guide will provide common practices. Please note that these are subject to change as new methods/materials become available. When you Host Coffee Hour, as long as there is coffee, you have met the minimum requirements. Everything else that happens is 1000% up to you and anything you see in this guide is to provide you with supplemental information and should not be taken as directions but just recommendations. In the end, do what YOU want to do. Have fun and enjoy!

With the exception of the checklists, all the sections will provide you with as much information that I can think of but is in no way all inclusive. To self sift through the information, it will be broken up into sections. The first part of each section will give you the information, followed by needed details and then following that will be extra, detailed information that will explain the logic and provide other information that is not exactly needed but might be interesting. Feel free to skip that part if you don't care about the why.

If you have hosted before, the checklist should be good enough to get you through BUT almost anything you wanted to know about how coffee hour is hosted as of July 1st 2023 can be found here.

COMPLETE HOSPITALITY GUIDE

Checklists

- [Pre-Coffee Hour](#) - This will cover food/beverage/ice
- [Coffee Setup](#) - This focuses just on the coffee (priority)
- [Snack Setup](#) - Recommended accessories to put out with your snacks
- [Snack Cleanup](#) -reminder to put stuff away
- [Coffee Cleanup](#) - How not to make next week's coffee taste like soap

Pre-Coffee Hour

- ☐ 1 to 3 types of Snacks (Fruit, cookies, etc).
- ☐ 1 to 2 gallons of juice
- ☐ 5lbs of ice (if needed, check the freezer in advance)
- ☐ (optional) 1 to 2 Signs about your group/cause you care about
- ☐ (optional) Any table decorations you want
- ☐ (optional) Review setup instructions
- ☐ BIG SMILE

COMPLETE HOSPITALITY GUIDE

Coffee Setup (9:20 - 9:45)

For any amplifying information, Please see the detailed [Coffee Setup section](#). If it is raining outside, the coffee MUST be brewed in doors on the counter (not the kitchen). Coffee Must be plugged in, brewing no later than 9:40am.

- ☐ (optional) Power on the Ice Machine.
- ☐ 2 regular coffee urns filled with warm (not hot) water and coffee grounds (and power cords)
- ☐ 1 decaf coffee urn filled with water and coffee grounds
- ☐ 1 water urn filled with water
- ☐ Washable, non white table cloth picked out
- ☐ 2 - 20A power strips (black, heavy, labeled, behind the fridge usually)
- ☐ Power strips have 20A to 15A plug adaptor attached
- ☐ Metal table next to the 20A outdoor outlet (by steps)
- ☐ Table cloth on the table
- ☐ Place urns in the desired locations
- ☐ Plug in power strips so both reach the coffee hour table. Only one per 20A outlet.
- ☐ Plug 2 urns into each power strip.
- ☐ Verify power strip in reset (on) position and there is a light (coffee brewing).
- ☐ Fill up sugar/creamer (if desired).
- ☐ Bring the following to the table:
 - ☐ Sugar/Creamer/stirs
 - ☐ 2 - 8oz Cup holders & 100+ Cups
 - ☐ Trash container & Fairtrade Coffee Signage
 - ☐ 1 cold water pitcher
 - ☐ Hand sanitizer
 - ☐ Tea caddy
- ☐ Arrange so the coffee and tea people dont have to fight for the same prep area
- ☐ Leave one Cart near the coffee table to be used for cleanup later

COMPLETE HOSPITALITY GUIDE

Snack Setup (9:45 - 10:30)

- ☐ Make 4 waters (winter) 5 (spring/fall) 6 (Summer) before kids show up as it is loud.
- ☐ Place snacks on serving dishes (if desired)
- ☐ Open the fridge and any non labeled snacks can be put out for coffee hour. Please be mindful people forget to label things (like the new member lunch). If it looks like it is fresh for an event, do not use it. Anything that looks bad, throw it away.
- ☐ Move tables to where you want them (no right answer here)
- ☐ Bring the following items to the table:
 - ☐ Two table clothes (not white).
 - ☐ Hand Sanitizer
 - ☐ (optional) 1.5 serving utensil per serving dish
 - ☐ Napkins, plates, utensils (even if you think it isn't needed)
 - ☐ Appropriate Signage & Signup sheet
 - ☐ 4oz cup container and at least 50 more cups
 - ☐ (optional) Donation box & Decorative Plants
 - ☐ Waters and Juice
 - ☐ Dishcloth to clean up messes (leave on cart)
- ☐ Leave 2nd cart near other cart to be used for clean up later
- ☐ 10:25am - Empty ice maker into freezer (if turned on)
- ☐ 10:25am - Pour beverages (dozen juice, 16 waters)

COMPLETE HOSPITALITY GUIDE

Snack Cleanup (11:15 - 11:30)

- ☐ Move non-empty water pitchers, juice and cups to the top of the coffee table cart (think beverage station for second service).
- ☐ Load the snack table onto the smaller of the two carts.
 - ☐ Load decorations and signs first
 - ☐ Load the table, napkins, utensils
 - ☐ Load the food on the cart last to allow people to get a snack
 - ☐ (Optional) Place a max of one serving platter on the coffee table cart (don't make the deacons clean up your snacks, no more than one platter please!)
 - ☐ Tablecloths.
- ☐ Make honest choices with your left overs. Take home or:
 - ☐ Was it used last week for coffee hour? Trash/Give Away
 - ☐ Will it be good for 2+ Weeks? Wrap and Fridge with coffee hour sign on top
 - ☐ All other consumables? Trash/Give Away
- ☐ Place Everything where you found it. Forgot where? Then leave on the kitchen counter.
- ☐ If tablecloth is plastic/felt, wipe them down. If cloth, place in laundry bag (behind fridge)
- ☐ Rinse off, DRY, and put away all platters and serving utensils used
- ☐ Email hospitality@iucc.org any items damaged or supplies that look low.
- ☐ Wipe off the cart (if needed)
- ☐ Dump ice from the ice machine into the freezer (if turned on)
- ☐ Dump the coffee table trash container in the trash and put back on the table
- ☐ Go home or to service! If you want to help with coffee cleanup, let the deacons know.

COMPLETE HOSPITALITY GUIDE

Coffee Cleanup (15 mins after 2nd service gets out <20 mins total>)

- ☐ Unplug the coffee urns any time after 11:15am (coffee will stay hot enough)
- ☐ Put away snack tables BEFORE 2nd service gets out.
- ☐ Move water stuff off the top of the cart to the bottom.
- ☐ Place the coffee urns on the top of the cart (all 4 will fit).
- ☐ Place sugar/creamer onto the cart.
- ☐ Place everything else on the cart, where it will fit.
- ☐ Move into the Kitchen and twist off the coffee lids, let cool.
- ☐ Put away condiments and tea. Not sure where? Kitchen counter.
- ☐ If food was left out, throw it away.
- ☐ Once cool enough (1 to 2 minutes) dispose of coffee grounds
- ☐ With spout facing up, Dump coffee, one at a time down the drains.
- ☐ Turn off the ice maker, place ice in the freezer, leave basket out.
- ☐ Fill ice maker to below the max line. Wipe basket and place back in.
- ☐ Rise coffee urns out with water only! Do not use soap or sponge on the inside or you will flavor next week's coffee. Also, do not remove labels from the coffee urn.
- ☐ Turn urns upside down to drip dry for 1 to 2 minutes.
- ☐ Place the correct basket, rod, and lid sideways into the urn to air dry
- ☐ Place urns under the sink.
- ☐ Dump out and Spray out trash container. Wipe mostly dry and put away.
- ☐ Wipe down the counters and the cart, turn light off and close curtain.

COMPLETE HOSPITALITY GUIDE

Hosting Coffee Hour

Not only does hosting allow you to see most faces in the congregation, but it also serves as an ideal platform to share important updates about upcoming events or activities hosted by your ministry or group.

Coffee Hour is a cherished tradition that brings us together to enjoy refreshments and engage in meaningful conversations. It's a time when we can foster connections, forge new friendships, and strengthen the bonds that make our community so special. By hosting Coffee Hour, you become a pivotal part of this welcoming experience, creating an atmosphere of warmth, hospitality, and connection.

If you're new to our community and eager to meet new people, hosting Coffee Hour offers an exceptional opportunity. It provides you with the chance to introduce yourself to others. These initial introductions can lead to lasting connections and help turn strangers into friends. So whether you're a long-time member or a recent addition to our community, hosting Coffee Hour is a fantastic way to build relationships and create a sense of belonging.

We understand that you may have some reservations about hosting, but fear not! The process is not complex, and we have ample instructions and resources available to support you every step of the way. Our team will provide guidance, tips, and all the necessary information to ensure your hosting experience is a success. Trust us when we say that hosting Coffee Hour is a rewarding and fulfilling experience that will leave a lasting impact on both you and your fellow community members.

Due to the popularity of this event, we kindly ask you to sign up at your earliest convenience. Spaces are limited, and we want to ensure that everyone who wishes to host Coffee Hour gets the opportunity to do so. By signing up, you'll not only contribute to the community's sense of togetherness but also create an environment that fosters connection and support.

We are thrilled to have you join us in creating memorable and meaningful moments here at IUCC. Remember, hosting Coffee Hour is more than just providing refreshments; it's an act of kindness, a chance to network, and an opportunity to make a difference. So come join us and let's build stronger connections together!

COMPLETE HOSPITALITY GUIDE

Food/Beverages

Food Donations: It is important to have ALL donations for food and beverages at the church no later than 10am. Later donations typically cause the table to have to be reorganized and may even be placed in the fridge to use during the following week. Donations are always welcomed but it is encouraged to talk to the host in advance about what you plan to bring in order to reduce food waste due to having too much food to consume.

Hosting Coffee Hour: It is really hard to plan properly for food consumption. When in doubt, order less. MANY people take 2nd and 3rd servings so running out of food is a GOOD thing. There are some general guidelines to help reduce food waste.

If serving really popular foods, like chocolate chip cookies, plan to go through about 100 servings. All other foods, plan for about 60 servings (including fruit). Communion Sunday sees about 20% more traffic and select holidays sees close to 100% more traffic.

If you bring multiple items, you can reduce the serving by 20% overall per extra item.

WRONG					
Item	Servings	Item	Servings	Item	Servings
Cookies	100	Cookies	100	Cookies	100
		Fruit	100	Fruit	100
				Brownies	100

CORRECT					
Item	Servings	Item	Servings	Item	Servings
Cookies	100	Cookies	80	Cookies	64
		Fruit	80	Fruit	64
				Brownies	64

There is a good chance the person before you has left food in the fridge because they brought too much. If this is the case, feel free to use it too. If you feel there isn't enough food, there will be prepackaged items (while supplies last) above or behind the fridge that can also be put out.

For beverages, if you are using the 4oz cups, you should only go through 1 gallon of lemonades or unique flavors (like strawberry banana V8 splash). Common flavors like orange juice and apple juice commonly see 1.5 gallons of consumption. Extra juice can often be found in the fridge. Feel free to use any that isn't grape juice (used for communion)

COMPLETE HOSPITALITY GUIDE

Important Things to consider when planning your food/beverage choices:

Please keep your juice choices to things children will drink as that is the prime audience for juice. This means avoiding unsweetened tea and prune/carrot juice.

All food should be single serve capable. If it is not, you must provide someone to serve said item. If your item has the potential to become single serve (like cake) you must make it so. Do not expect the guests to cut their own servings please!

Verify quality before serving. While we all know that a sad looking carrot is still technically edible, remember that coffee hour represents a welcome to everyone and a sad carrot isn't very welcoming. Please inspect the visual quality of foods. If it is consumable but not pleasant looking, please do not put it out to be eaten. Golden rule is if you would turn your nose up if a server brought the item to your table at a sit down restaurant, probably not ok to serve here.

While everyone has their opinions about various food allergies, it isn't up to you to express your opinions onto others. Please segregate your food with respect to allergies. This means do not place nuts on the same serving plate platter as chips (why you would do that, beats me but don't). It is also recommended to label any known allergy ingredients in the food (not required).

Take your containers home! Do not leave anything you don't mind getting thrown away at the church past 2nd service Sunday. While quite often, your container will still be there the following week, it isn't promised to be so. If you are trying to donate leftover food, there are plenty of trays and wrap that can be used in lieu of your container.

Hospitality typically leaves unknown containers on the counter for at least 2 weeks before we find it a new home. This means your missing container has probably been relocated by another group using the room. SORRY!

TAKE HOME LEFTOVERS! While we will gladly use what is possible the following week, often leftovers just end up in the trash for various reasons (including fridge door getting left open). If you know someone who will eat your leftovers, that is a better use of your leftovers than leaving them at the Church to potentially get used the following week.

COMPLETE HOSPITALITY GUIDE

Ice Machine

The ice machine produces about 1 pound of ice in the first hour and 2 pounds per hour after that. Coffee hour consumes about 5 to 7 pounds of ice. This means the ice machine can supplement the needs of ice and not replace it.

To use, turn the machine on. It should be on the correct settings as shown on the sign next to it. If there is a blinking light, take the basket out and verify the water level isn't past the max line. If not, make sure the basket is actually sitting correctly into the tool. The outside of the basket is subject to getting dirty, make sure you wipe it off before putting it back into the machine.

Once the basket is full of ice, dump the ice into the ice bin in the freezer and return the basket to brew more ice. Make sure the basket properly seats. If the machine is turned on at 9:25am, before making coffee, then the basket will fill up around 10:45am and again at 11:15am. This means it is best to empty out the basket before people get out of service at 10:30am and then empty it out after cleaning up the snacks.

Do not turn the ice machine off after cleaning up snacks. It will get turned off after 2nd service by whoever cleans up the coffee station.

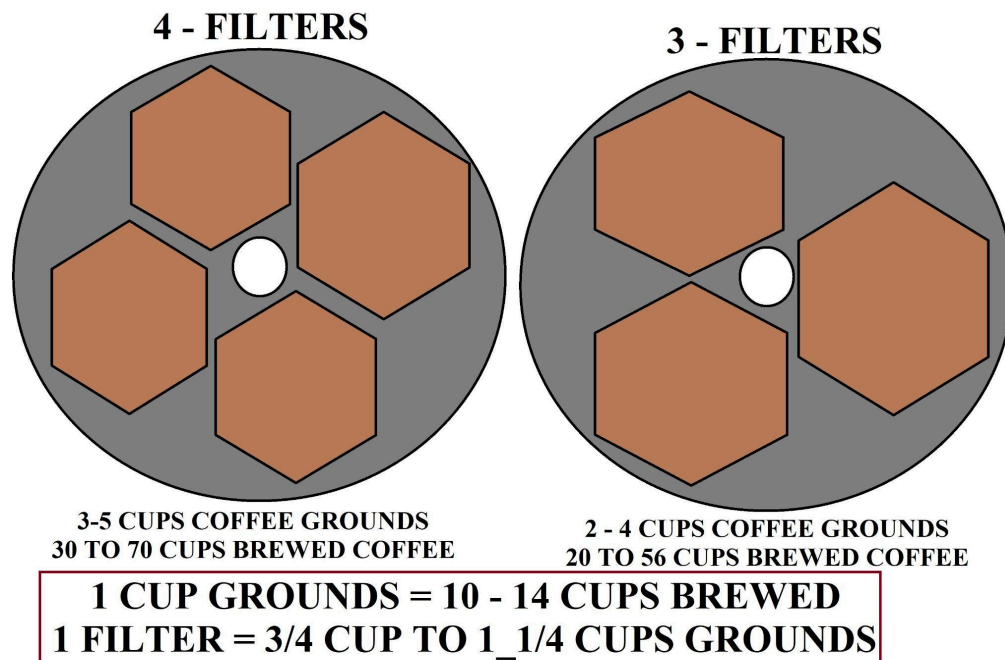
IMPORTANT! If the ice machine is tilted for any reason, do not use the machine for at least 24 hours, to allow the system to stabilize without breaking.

COMPLETE HOSPITALITY GUIDE

Brewing Coffee

1. Grab the Coffee urns out from underneath the sink and coffee from the top cabinet next to the sink, on the top right shelf. Grab both regular and decaf. Refills behind the fridge.
2. Remove the basket, rod, and lid from inside each urn.
3. Fill the urns with warm (not hot) water. Fill to the stain lines (15 cups below max).
 - Using hot water will result in weak coffee but using cold water will result in longer brewing times as it has to warm up the water first. So use warm water.
4. (Optional) Add 4 filters into the basket for the large regular coffee urn and 3 filters to the basket for the other regular coffee and decaf coffee.
 - Using filters makes the baskets easier to clean but are not required as grounds can go directly into the basket. If you do not plan to clean the basket out yourself, use filters please!
5. Add coffee to the baskets. About $\frac{3}{4}$ cup of grounds per 10 cups of water.
6. Place the rod through the center of the basket. The large coffee urn MUST use a rod with a spring attached to it or the basket will fall to the bottom and you will have grounds in your coffee.
7. Place the lid on top and it rotates shut under the black handles. If it wont rotate shut, you might need to rotate it the other direction.
8. Load Coffee Urns onto the large dark cart, be mindful of the spouts as to not pour water.
9. Grab any needed power cords from the drawer to the left of the sink and place that on the cart.
10. Grab the two large power strips marked for coffee hour behind the fridge and place on the cart.

Note, if it is raining outside, coffee must be brewed on the counter there (not the kitchen counter but the main counter). See the coffee setup section for plugging in the coffee to brew outside.



Recommended volume: 4 filter for the large urn, 3 filters for the other two urns. Filters filled $\frac{3}{4}$ cup with grounds

COMPLETE HOSPITALITY GUIDE

Coffee Setup

1. Peek outside and verify the deacons were able to bring out tables. If they have not included tablecloths, then pick one out.
 - If you look at the counter near the kitchen where all the light switches are, there will be tablecloths in the cabinets below the counter.
 - When selecting a table cloth. Make sure you pick one that is appropriate for the use. Do not use white tablecloths. Also, coffee makes a mess, avoid plastic, when possible and stick to cloth, which can be washed later.
 - Don't forget clips, found on the upper left side of the tablecloths, in a basket. Four should be fine. One on each corner. They just slide on.
2. Push the cart with the coffee (and tablecloth) outside and start setting up the table.
 - Move the table to be next to the stairs for the ECC (see below image)
 - Place the tablecloth on the table and then clips so it doesn't blow away
 - Place the coffee urns on the table (see below for locations).

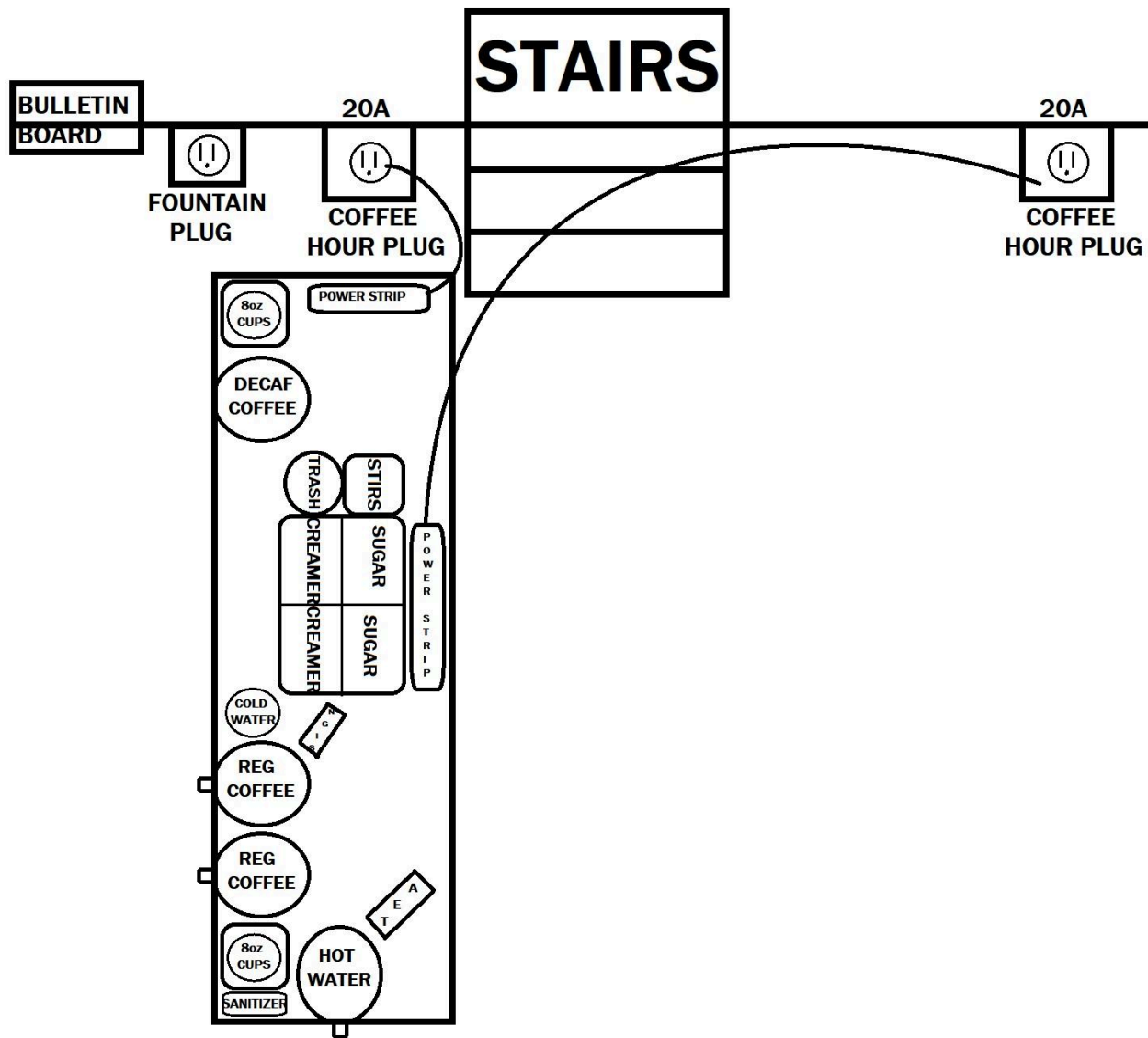


3. Plug in the power strips to the coffee hour outlets and 2 urns per power strip.
 - There are two outlets. Each coffee urn uses about 10 amps to brew coffee and each outlet can only handle 20 amps.
 - The power strips are two different sizes. Plug them in appropriately in order for the power strips to sit on the coffee table. Feed the longer cable through the stair railings to reduce the chance of tripping.
 - If the power strips can't plug in (outlet doesn't match prongs) then someone forgot to include the adapter to the power strip. Extra adaptors are in the drawer to the left of the sink where the urn power cables are.

COMPLETE HOSPITALITY GUIDE

- Plug in the urns. Remember only 2 per power strip. I suggest the decaf and small regular pot into one power strip and then the large regular and hot water into the other power strip. If the small regular doesn't reach that far, you picked the wrong power cable. Do NOT plug three into one power strip or you will trip the power.
4. Verify everything is happily brewing
 - Verify the power strips are set to reset
 - Verify the rocker switch on the power strip is lit, if not too bright
 - Verify the decaf and large coffee urn lights are red.
 5. Collect the rest of the Coffee Hour stuff from the kitchen, fill it up, and bring it out
 - Load the container with the creamers and sugars onto the cart first. Extra creamer can be found behind the fridge area, extra coffee stirs can be found on the top shelf of the center cabinets, sugars can be found where the coffee was.
 - From the center cabinet, grab the 8oz cups and their storage box. Leave one stack of cups for use by MYP as needed. You will need at least 100 cups. Extra sleeves can be found behind the fridge.
 - Grab the trash container. The shelf is labeled trash. Center right side.
 - Grab the black tea caddy next to where you found the coffee. Extra tea in can be found behind it. Feel free to refill or swap out flavors.
 - You will need one pitcher of cold water but don't worry about it for now.
 - Don't forget the hand sanitizer and the Fair Trade Coffee sign!
 6. Push the rest of the coffee stuff out and arrange it as shown. Leave as much room in front of the sugar/creamer container in order to allow for a surface to prepare coffee.
 7. Verify the power strips are still powered on (rocker switch lit up still).
 8. If there are complications, coffee can be brewed inside, just not in the kitchen.
 9. Leave the coffee cart outside against the wall to be used later for cleaning up.

COMPLETE HOSPITALITY GUIDE



COMPLETE HOSPITALITY GUIDE

Snack Setup

There is no one way to set up for snacks and this will result in some details being more vague than others. What is to follow is best practices and should be adjusted accordingly.

1. Get the waters ready before MYP shows up.
 - Use 4 to 6 pitchers (4 = Dec/Jan/Feb, 5 = Mar/Apr/May/June, 6 = Jul/Aug/Sept, 5 = Oct/Nov. Always add an extra pitcher for unusually hot days)
2. Set pitchers in the sink and fill each 1/2 full of ice and top off with filtered water.
 - Use the ice in the bin first. It will be clumped together. In the Utensil drawer will be a metal ice cream scoop. Give the ice a good stab with that and it will shatter.
 - If there is not enough ice, Bargain Market down the road sells ice.
 - Filtered water can be found in the fridge.
3. Cover the pitchers to prevent bugs (as needed).
 - Covers are not needed after bugs die for the season (later fall, and winter).
 - Plastic wrap is in the drawer all the way to the left.
 - Place the plastic wrap on the counter and the pitcher between the plastic wrap and you. Face the pitcher with the handle away from you. Pull plastic over the top of the pitcher and then cut. Bunch the left over plastic over the handle.
4. Load the water onto the cart and then fill the cart with useful items.
 - Two non-white tablecloths and clips (under counter where ice maker is)
 - (Optional) Table Decorations - Fake plants and anything else laying about
 - Hand sanitizer and signs/signup sheet - right of the counter
 - Open the main cabinet (right of the fridge) and you will see: Plates, napkins, utensils, 4oz cup container + 50 cups (always bring these items, even if you feel they wont be needed)
 - (optional) Donation box & Hospitality business cards.
 - Dishcloth for messes (bottom drawer to the left of the sink)
5. Take these items out and setup your snack table.
 - The two tables should stay together. You can place them anywhere you want. Typically they are placed in front of the coffee hour outlet being used for two of

COMPLETE HOSPITALITY GUIDE

the coffee urns. Reason why is there is plenty of open space for people to stand and talk after grabbing a snack, BUT if you find a different place, go for it.

- Put the tablecloths on the table with the clips and then unload the items from the cart onto the table. I wouldn't bother arranging the items until after you see how much space you need for your snacks.
- If you filled the pitchers with too much ice, leave in the sun, otherwise the shade.
- Don't forget one of the pitchers is for the coffee table to help cool down people's coffee (or to allow them to skip the snack table)

6. Add everything else onto the cart

- Add the juices to the bottom of the cart
- Grab serving utensils. 1.5 per serving dish. There is a drawer by the plastic wrap full of utensils. The bigger the easier for people to use.
- Check each cabinet and make sure you didn't forget anything you want to put out

7. Prepare the snacks and place on the cart.

- If your snacks are in a usable container, you can leave them there.
- Bring all your snacks with you, if you have more snacks than space, just leave them on the cart to refill. This might be an indicator you brought too much.
- If you feel you want more on the table, behind the fridge are prepackaged snacks and candy (as supplies last) that can go into a basket and go on the table.
- Often people will donate snacks without saying anything or labeling it. If it is in the kitchen and not labeled, you can use it. Keep in mind that sometimes there are other events (like the new members lunch) and these often just get thrown in the fridge and not labeled. If it looks untouched or like a meal item, then probably for an event. Use your best judgment. If you use someone else's stuff, point to the sign on the fridge that says to label your stuff.

8. Setup the Snack table

- Place your snacks where you want them on the table. It is suggested to have at least one plate sized space in front of the snack so people can place their plate on the table when grabbing a treat, otherwise you will see some funny balancing acts and wasted goodies.

COMPLETE HOSPITALITY GUIDE

- Place the plates, napkins, utensils on the table where traffic is most likely to start (usually left side). You can split the plates in two and put one stack in the middle, if you feel it is needed. Not enough plates? Check behind the fridge or the closet right outside where the tables are stored (same with utensils).
 - Store the drinks at the opposite end of where you have the utensils/napkins. This will reduce congestion and prevent spills from wasting resources.
 - Place signage and decoration where you want. If you want to add signs to the food, there is liquid chalk on the fridge and metal cards. The holders are above the sink. Read directions on the chalk pen before using.
9. Pour the drinks right before people get out (reduces bugs)
- Unwrap just the lip of ALL the pitchers or someone will grab one and try to pour and you will see which is more powerful, the water or the plastic.
 - Pour all cups 3/4 full (3oz) of liquid. If you are using two types of juice. Place them in the order of juice A, Water, Juice B. Keep the juice container behind the correct beverage cups so people can see what they will be drinking.
 - Pour about 12 cups of juice and 16 cups of water initially. Do not keep pouring more after this or there will be lots of waste. People know how to pour their own drinks. If you want to keep the drinks stocked up, 2 to 4 juices and 4 waters only.
10. Clean up the kitchen and restock as appropriate (can be done any time, including at the very end if you want to wait that long)
- Dump the ice from the ice machine into the freezer (if turned on)
 - Refill the water pitchers for the fridge. The white lids, just let the water pour into the top. The other lid, has a lever to lift the lid up to pour water into the pitcher. Fill these up as full as possible and place in the fridge.
 - Made any other messes? Clean it up now instead of later.
11. Leave your cart out on the wall to help with cleanup or storage (yes, two carts should be out now. One for the coffee stuff and one for the snack stuff).

COMPLETE HOSPITALITY GUIDE

Hosting

This is the fun part! Stand behind the table and be polite! There are things you have to be mindful of as the host.

1. Do not regulate other people's kids without advance permission. While we all know a child shouldn't take 12 items. People do not like others being the 'parent'. Unless you have permission in advance to tell a child what to do, just smile and be glad you are not the ones taking them home after service today.
2. Do introduce yourself and the group you are representing (if any). Think of 30 second talking points. Tired of talking, straighten up the table while talking and people will eventually talk to someone else.
3. Reduce congestion at the snack table.
 - If two people are talking right in front of the table. Interrupt their conversation and politely ask them to take a few steps away from the table. You only need to do this if someone is trying to get to the table for a snack.
 - If someone is struggling to get a snack, offer to help them out.
 - If you are talking to someone and that is keeping them in front of the table to block the path of others, consider stepping away from the table or ask the person you are talking with to join you behind the table.
 - If you can't think of a polite way to ask people to move away from the table or you don't want to confront them. Ask the person who is trying to get a snack to come around to behind the table to help themselves.
 - Two items next to each other really popular? Try moving them to opposite sides of the table.
4. Reduce waste, have a washcloth handy for messes (I keep on the cart).
5. Once the snack demand is down, you can leave the table and mingle if you desire

COMPLETE HOSPITALITY GUIDE

Snack Cleanup

You can clean up when you are ready after **11:15am**. Cleanup isn't the opposite of setting up so make sure you actually go over what is expected of you. If you want, you can always help clean up the coffee station after the 2nd coffee hour ends but it is not expected or required.

1. Do NOT break down the coffee station. Leave that there for the 2nd service to enjoy.
2. Move non-empty water pitchers and the 4oz cups to the top of the cart set aside to clean up the coffee station. This will be the beverage station for when 2nd service gets out.
 - If you want, you can also leave the juice
 - If you want to leave a snack, leave at MAX one serving tray in order to reduce the workload of the deacons. Ideally, leave no snacks as we want to encourage the 2nd service to show up early to mingle with the first service.
3. Load everything from the snack table to the snack cart to be taken to the kitchen
 - Leave the tables, tablecloths, and clips. The deacons will handle that.
4. Unload the cart by putting everything where you first got it from.
 - Forgot where you got it? Leave it on the counter.
 - Item quantity seems low? Check for more inventory behind the fridge or in the closet outside where the tables are. Do not see any more supplies? Email hospitality@iucc.org so more items can be obtained, if needed.
5. Make Logical choices with the food leftovers.
 - Ideally take ALL leftovers home or give them to someone else.
 - You can donate the leftovers to the following week, only if this was the first week the food was put out & you feel the food will look amazing a week from now.
 - If this is the second time the snack has been served, it won't be served a 3rd time because that many hours of sun, bugs, and air could cause health problems. Either take it home or donate to the trash can.
 - If the item is melted or won't stay good for a week (fruit, cheese, etc). Take home or donate to the trash bin.

COMPLETE HOSPITALITY GUIDE

6. Clean and DRY any serving utensils and serving trays used.
 - If used for dry items (cookies, etc) then you can rinse with just water and then dry and it will be fine.
 - If there was anything stuck on anything, use soap (icing, fruit, melted cheese) to sanitize the service and then dry.
 - You can let the items drip dry on the counter initially but before you leave, grab a drying towel from the bottom drawer to the left of the sink and dry the items yourself. Doesn't need to be perfect, air drying is a thing.
7. Put the items mostly dry away. I have never seen a wet dish, so it will air dry on its own.
8. (optional) If the ice maker is on, empty it into the freezer and leave it on.
9. (optional) Remove the tablecloths. If plastic or felt, wipe down and put away. If cloth, put it in the laundry bag behind the fridge, or take home to wash and bring back.
10. Check your schedule and visit <https://iucc.org/coffee-hour> to sign up for another, future coffee hour. It is much easier to host the second time around!

COMPLETE HOSPITALITY GUIDE

Coffee Cleanup

The deacons are not responsible for clean up but it has been agreed that, when there is no one to clean up, will take care of it. If you would like to help the deacons, let them know and they will be happy to let you handle the coffee while they do deacon duties. The snack tables MUST be broken down and put away before noon so they are not out during the 2nd coffee hour.

1. Move water pitchers from the top of the cart to the bottom and unplug the coffee urns (you can unplug them anytime after 11:15am if you wish, actually).
2. Place the coffee urns on the top shelf. All 4 can fit on the top level. Be mindful of the spouts unless you want to pour coffee on everything (not advised).
3. Load the large creamer container onto the center shelf.
4. Load everything else onto the cart. You may need to put things on top of each other. If they left food out, put things on top of that food as it is going to be trashed anyways.
5. Push the cart to the kitchen and then remove the lids from the coffee (twist off) to allow for it to cool down.
6. Put away all the coffee hour items. Use the images to help identify locations.
 - Creamers go by the microwave
 - Signage goes to the right of the sink
 - All else goes into the cabinets
7. Clean the coffee urns (NO SOAP!), do not remove the labels from the urns.
 - Dispose of the coffee grounds



COMPLETE HOSPITALITY GUIDE

- Dump out the excess coffee (be mindful of the spout unless you want to pour coffee on the ground).
 - Use the spray nozzle to rinse off the filter basket and rods and set those on the counter to dry (drying cloth are in the bottom drawer to the left of the sink)
 - Spray the inside of the urns with hot water and then toggle the spout to push out any coffee stuck in the dispenser.
 - Place urns upside down to drip dry.
 - The reason you do not use soap is it takes 10 minutes of straight rinsing to get the soap flavor off the metal.
8. While urns drip dry, finish up by turning off the ice machine, filling it up, wiping down
- Turn off the ice machine and dump the ice into the freezer.
 - Wipe off basket if dirty and fill ice machine with water. Do not exceed the max fill line.
 - Put the basket back into the ice machine
 - Wipe down the cart.
 - If cloth, put the table cloth in the laundry bag behind the fridge, otherwise wipe off the tablecloth or throw away if beyond saving.
 - Clean the trash container by using the spray, place upside down to drip dry.
9. Assemble and put away the urns and power cords.
- Put the basket in the lid and stick sideways into the urn (see below).
 - Add the urn rod into the urn and place below the sink to air dry.
 - Urn power cord goes into the drawer to the left of the sink
 - Power strips get hung up on the storage behind the fridge.



COMPLETE HOSPITALITY GUIDE

ADMINISTRATIVE

<THIS SEGMENT WILL BE POPULATED BEFORE JULY 24th>

Everything listed from here on out is the sole responsibility of the Hospitality Chair. This doesn't mean that person has to do everything but instead is responsible for someone getting it done. This list is not all inclusive. These are practices from the prior chair and should be changed, modified or completely disregarded as deemed appropriate.

Current Duties & Responsibilities:

- 1+ Month Supply of Everything
- Clean out fridge and containers
- Wash dirty laundry/Tablecloths
- Use Biodegradable where possible
- Appropriate Storage locations for products
- General Organization of the Kitchen
- Filter Replacement of water pitchers (Once every 6 months)
- Clean Ice Machine (Once every 2 months)
- Clean Coffee Urns with Soap/Vinegar (Once a year - January)
- Appropriate Signage, including sign up sheets
- Coffee hour is being serviced (host doesn't show up? Coffee Still needs brewed)
- Clear directions for volunteer hosts and cleanup crew.
- Monthly Ministry Report/Meeting attendance
- Check Hospitality email twice a week (Tuesday/Saturday)
- Write an annual budget

COMPLETE HOSPITALITY GUIDE

Duties & Responsibilities

<THIS SEGMENT WILL BE POPULATED BEFORE DECEMBER 24th>

1+ Month Supply of Everything

Clean out fridge and containers

Wash dirty laundry/Tablecloths

Use Biodegradable where possible

Appropriate Storage locations for products

General Organization of the Kitchen

Filter Replacement of water pitchers (Once every 6 months)

Clean Ice Machine (Once every 2 months)

COMPLETE HOSPITALITY GUIDE

Clean Coffee Urns with Soap/Vinegar (Once a year - January)

Appropriate Signage, including sign up sheets

Coffee hour is being serviced (host doesn't show up? Coffee Still needs brewed)

Clear directions for volunteer hosts and cleanup crew.

Monthly Ministry Report/Meeting attendance

Check Hospitality email twice a week (Tuesday/Saturday)

Write an annual budget

COMPLETE HOSPITALITY GUIDE

Inventory:

Inventory should be taken Monthly. Only inventory what is not in use. Estimating vs counting is fine
Numbers are based on 2022 consumption over 3 months. Adjust/Add/Subtract Items accordingly

DATE:			FILLED OUT BY:	
ITEM	INVENTORY	UNIT	EXPECTED	NOTES
Regular Coffee		BAG	10	Notify Pat to order more (3 to 5 boxes)
Decaf Coffee		BAG	7	Notify Pat to order more (2 to 4 boxes)
Coffee Filters		EACH	120	8 or 10 cup filters (10cup ideal)
Hot Beverage Cups		SLEEVE	18	8oz - Each unopen sleeve is 50 cups
Cold Beverage Cups		SLEEVE	12	4oz - NOT BIO PLASTIC as it will melt
Plates		EACH	300	5-7in works best.
Cocktail Napkins		EACH	400	Designs is better than white
Paper Doilies		EACH	20	Various sizes ideal 12.5in max
Forks		EACH	300	Compostable is ideal
Knives		EACH	100	Compostable is ideal
Spoons		EACH	100	Compostable is ideal
Coffee Stirrs		EACH	300	Wooden 6in - 9in
Creamer - Regular		EACH	300	
Creamer - Flavor		EACH	300	People like choices
Sugar - Raw		BOX	20%	
Sugar - Red		BOX	10%	
Sugar - Yellow		BOX	10%	
Sugar - Blue		BOX	10%	
Sugar - White		BOX	10%	
Ziplock Bags - Quart		BOX	25%	
Ziplock Bags - Gallon		BOX	25%	
Plastic Wrap		ROLL	25%	
Aluminum Foil		ROLL	25%	
Gloves - Small		BOX	50%	Latex Free is ideal
Gloves - Medium		BOX	75%	Latex Free is ideal
Gloves - Large		BOX	25%	Latex Free is ideal
Items below here are optional but recommended to have on hand				
Ziplock Bags - Quart		BOX	25%	
Ziplock Bags - Gallon		BOX	25%	
Plastic Wrap		ROLL	25%	
Aluminum Foil		ROLL	25%	
Bowls		EACH	100	8oz to 12oz
Single serve cups		EACH	50	1oz or 2oz
Tea packets		EACH	50	A variety is ideal
Water Filters		EACH	3	Should be changed every 6months
Coffee Urn Descaler		BOTTLE	4	Should be used every 6 months
Vinegar		BOTTLE	1	Cleans Ice maker and other stuff
Dishsoap		BOTTLE	1	
Tooth Picks (or related)		EACH	50	Used to poke cheese and such

Items not listed that are needed:

COMPLETE HOSPITALITY GUIDE

COMPLETE HOSPITALITY GUIDE

Monthly Reports

<THIS SEGMENT WILL BE POPULATED BEFORE DECEMBER24th>

COMPLETE HOSPITALITY GUIDE

Annual Budget

<THIS SEGMENT WILL BE POPULATED BEFORE DECEMBER 24th>