

Garden *Hospitality*

Responsibilities & Timeline

Scroll down through this document to see the **roles** you are signed up for and you can read through the **timeline** expected for you at the gathering you're serving at.

Garden Coffee

The coffee team is made up of 1 person who welcomes near the Coffee Cart on Sunday mornings. These volunteers are a friendly and welcoming presence, serving our church with hospitality. Your role is to greet others as they arrive, be a hospitable presence, and to maintain the coffee cart on Sundays.

The Coffee Cart is located in the breezeway next to the sanctuary. Volunteers will stand beside the Coffee Cart as it will be pushed against the wall to allow plenty of space for people to walk through. Coffee is self-serve and will only be available until 15 minutes after each gathering.

This area is a hub for conversation and relationship within our community.

9:00am | Coffee Team Timeline

7:45 am - Arrive and Set Up Station

Coffee dispensers will be brought by Ten Ten Roasters.

- ☐ Check In with Volunteer Coordinator.
- ☐ Remove storage bins from the Coffee Cart and store them beneath the plastic coffee table for easy access.
- ☐ Place hot cups on the table beside the coffee dispensers.
- ☐ Check that the water refill station is within reach.
- ☐ Place teas + hot/cold cups near the water station, for self-serve.
- ☐ Stock lids, sugar, creamers, stir sticks, and napkins.
- ☐ Arrange decorations + coffee supplies in a beautiful and simple way.

8:20 am- Pre-service prayer and worship

We gather in the sanctuary to worship and intercede for our church.

8:45am-9:15am - At Station

Welcome those who are coming to get coffee or tea.

Treat everyone as if you are serving them in your own home.

11:00am | Coffee Team Timeline

10:20am - Arrive + Refresh Station

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Wipe down Coffee Cart + replace any supplies that may be low.
- ☐ Refresh hot cups on the table beside the coffee dispensers.
- ☐ Check the water tower to check level of water gallon. If needed, refill water.
- ☐ Restock teas, lids, sugar, creamers, stir sticks, and napkins.

10:30am-11:15am - At Station

Welcome those who are coming to get coffee or tea.

Treat everyone as if you are serving them in your own home.

1:00pm | Coffee Team Timeline

12:20am - Arrive + Refresh Station

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Wipe down Coffee Cart + replace any supplies that may be low.
- ☐ Refresh hot cups on the table beside the coffee dispensers.
- ☐ Check the water tower to check level of water gallon. If needed, refill water.
- ☐ Restock teas, lids, sugar, creamers, stir sticks, and napkins.

12:30am-1:15pm - At Station

Welcome those who are coming to get coffee or tea.

Treat everyone as if you are serving them in your own home.

2:30pm - Tear Down

Coffee will be picked up by Ten Ten.

- ☐ Return all supplies to their respective storage containers.
- ☐ Always return the creamer + sugar to their bins and the refrigerator in the fellowship hall.
Please do NOT leave them stacked in the serving bowls.
- ☐ Please return things where you found them + keep it organized.
- ☐ Wipe down the Coffee Cart.
- ☐ Check out with the Volunteer Coordinator and receive any final instructions. Return any volunteer lanyards.

2:45pm - Check out with Hospitality lead

Garden Welcome Team

The Welcome Team is stationed at 4-5 different locations around Garden Church. They help new people find their way around and are an entry point for relationships & connection to our community.

Welcome volunteers are friendly, genuine, and good listeners. They bring a non-hurried and non-anxious presence to our Sunday gatherings. This team is interruptible and others-focused, radically present to those who may not have many connections in our community.

9:00am | Welcome Team Timeline

7:45 am - Help set-up

- ☐ Check In with Volunteer Coordinator.
- ☐ Grab a volunteer lanyard to wear.
- ☐ Receive any instructions for set-up.
- ☐ Check outside chairs and inside the sanctuary for clips.
- ☐ Get communion baskets ready for guests walking in

8:20 am - Pre-Service Prayer

We gather in the Sanctuary to worship and intercede for our church.

8:45am-9:15am - At Station

Get it positions and welcome those who are walking in.

Treat everyone as if you are serving them in your own home.

- ☐ Head to your assigned station.
- ☐ Be in prayer as you observe the Sunday space.
Be present to what God is doing.
- ☐ Warmly welcome passersby, and be open to any conversations or questions they may have.
Have your eyes open for anyone who appears lost or alone, and go out of your way to connect with them.
- ☐ Keep any talk with your friends to a minimum; you are there for those who have yet to make connections.
- ☐ As needed, walk people to their destination (**do NOT just point**).
- ☐ Remember to be friendly and interruptible, as if you are welcoming friends into your home.
Treat everyone with respect and dignity. We want everyone to feel seen, safe, and honored.

10:20-10:45 - At Station (After Service)

- ☐ Go through the sanctuary and help pick up trash.
Take trash out to the dumpster if needed.
- ☐ Help run to respective restrooms and help the next team clean and restock.
- ☐ Return any volunteer lanyards.

11:00am | Welcome Team Timeline

10:20am - Arrive

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Get communion baskets ready for guests walking in
- ☐ Check bathrooms and sanctuary for trash

10:30am-11:15am - At Station

Get it positions and welcome those who are walking in.

Treat everyone as if you are serving them in your own home.

- ☐ Head to your assigned station.
- ☐ Be in prayer as you observe the Sunday space.
Be present to what God is doing.
- ☐ Warmly welcome passersby, and be open to any conversations or questions they may have.
Have your eyes open for anyone who appears lost or alone, and go out of your way to connect with them.
- ☐ Keep any talk with your friends to a minimum; you are there for those who have yet to make connections.
- ☐ As needed, walk people to their destination (***do NOT just point***).
- ☐ Remember to be friendly and interruptible, as if you are welcoming friends into your home.
Treat everyone with respect and dignity. We want everyone to feel seen, safe, and honored.

12:30-12:45 - At Station (After Service)

- ☐ Be a welcoming presence, following the same guidelines as above.
- ☐ Return any volunteer lanyards.

12:45pm - Check out with Hospitality Lead

1:00pm | Welcome Team Timeline

12:20am - Arrive

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Get communion baskets ready for guests walking in

- ☐ Check bathrooms and sanctuary for trash

12:30pm-1:15pm - At Station

Get it positions and welcome those who are walking in.

Treat everyone as if you are serving them in your own home.

- ☐ Head to your assigned station.
- ☐ Be in prayer as you observe the Sunday space.
Be present to what God is doing.
- ☐ Warmly welcome passersby, and be open to any conversations or questions they may have.
Have your eyes open for anyone who appears lost or alone, and go out of your way to connect with them.
- ☐ Keep any talk with your friends to a minimum; you are there for those who have yet to make connections.
- ☐ As needed, walk people to their destination **(do NOT just point)**.
- ☐ Remember to be friendly and interruptible, as if you are welcoming friends into your home.
Treat everyone with respect and dignity. We want everyone to feel seen, safe, and honored.

2:30-2:45 - At Station (After Service)

- ☐ Be a welcoming presence, following the same guidelines as above.
- ☐ Help Tear down team
- ☐ Return any volunteer lanyards.

2:45pm - Check out with Hospitality Lead

Garden *Ushers*

Ushers greet people as they enter the sanctuary, and help seat people in an orderly and timely manner. They also facilitate communion when we take it as a community.

These people are friendly and detail-oriented, facilitating a simple & accessible way for our church to steward its resources well.

9:00am | Usher Team Timeline

7:45am - Arrive

- ☐ Check-In with Volunteer Coordinator and Lead Usher.
Touch base with Lead Usher about aisle assignments.
- ☐ Grab a volunteer lanyard to wear.

- ☐ Make sure there is no trash inside the auditorium.
- ☐ Receive any additional instructions for set-up.
- ☐ Check chairs and sanctuary for clips and trash

8:20 am - Pre-Service Prayer

We gather in the sanctuary to worship and intercede for our church.

8:45am-9:15am - At Station

- ☐ 2 Ushers stand by the entrance of the sanctuary and welcome those coming in.
- ☐ 2 Ushers are inside the sanctuary walking people to their seats. Encourage those to sit close to each other to make space for others to come. Start in the front and work your way to the back.
- ☐ The ropes should span the last 4 to 5 rows and come down one at a time, filling the room from front to back.
- ☐ The lead usher will be the main point of contact- communicating with the team at large on timing and in-real-time decision making.
- ☐ Close the doors after the first song.

Lead Usher Tasks

- ☐ Establish flow of the morning with the Ushering team and be the main point of contact.
- ☐ Count the total number of people in the sanctuary and in the Outside. Report this number to the Volunteer Coordinator in church metrics app, or in-person after the service.

11:00am | Usher Team Timeline

10:20am - Arrive

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Grab a volunteer lanyard to wear.
- ☐ Make sure there is no trash inside the auditorium.
- ☐ Receive any additional instructions for set-up.

10:30am-11:15am - At Station

- ☐ Stand by the inner doors of the auditorium and welcome those coming in.
- ☐ As the auditorium fills up, help people find their seats.
Start in the front and work your way to the back.
- ☐ Close the doors and find a seat inside.

Lead Usher Tasks

- ☐ Count the total number of people in the sanctuary and in the Outside. Report this number to the Volunteer Coordinator via text, or in-person after the service.

12:30-1:15 - At Station (After Service)

- ☐ Be a welcoming presence, following the same guidelines as above.
- ☐ Return any volunteer lanyards.

1:00pm | Usher Team Timeline

12:20am - Arrive

- ☐ Arrive + Check In with Volunteer Coordinator.
- ☐ Grab a volunteer lanyard to wear.
- ☐ Make sure there is no trash inside the auditorium.
- ☐ Receive any additional instructions for set-up.

12:30am-1:15pm - At Station

- ☐ Stand by the inner doors of the auditorium and welcome those coming in.
- ☐ As the auditorium fills up, help people find their seats.
Start in the front and work your way to the back.
- ☐ Close the doors and find a seat inside.

Lead Usher Tasks

- ☐ Count the total number of people in the sanctuary and in the Outside. Report this number to the Volunteer Coordinator via text, or in-person after the service.

2:30-2:45 - At Station (After Service)

- ☐ Be a welcoming presence, following the same guidelines as above.
- ☐ Return any volunteer lanyards.
- ☐ Help Tear Down Team

2:45pm - Check out with Hospitality lead

Garden Stewards

9:00am Opening Shift

Sanctuary

1. Check for general cleanliness.
2. Make any adjustments to chairs if needed. (see chair setup guide for details)
3. Rope off chairs
4. Add reserved signage to the back rows
5. Pick up any trash if needed.
6. Check tissue boxes and replace any that are empty.
7. Refill breath mints and communion cups.

Bathrooms

- a. All cleaning supplies and keys are in the baby changing station drawers.
- b. The key that opens the paper towels and toilet paper locks is located in the bottom drawer of the baby changing station.

1. Paper Towels

Refill the paper towel dispensers. We want to keep them fully stocked.

- a. The paper towel stock is in the middle drawer.
- b. Back-up paper towels are located in the Fellowship Hall closet next to the Ops Center.

2. Sinks

Check soap, lotions, and tissue stock.

- a. Backup stock is located in the second drawer in the baby changing station.

Garden Stewards

11:00am & 1:00pm Between Gatherings

Sanctuary

1. Go through the sanctuary and pick up trash, *if needed*.
2. Check tissue boxes and replace any that are empty.
3. Refill communion cups.
4. Clear Communion cups and coffee cups from the ground.

Bathrooms

- a. All cleaning supplies and keys are in the baby changing station drawers.
- b. The key that opens the paper towels and toilet paper locks is located in the bottom drawer of the baby changing station.

1. Paper Towels

Refill the paper towel dispensers. We want to keep them fully stocked.

- a. The paper towel stock is in the middle drawer.
- b. Back-up paper towels are located in the Fellowship Hall closet next to the Ops Center.

2. Sinks

- a. Dry off countertops with paper towels.
- a. Check soap, lotions, and tissue stock.
 - i. Backup stock is located in the second drawer in the baby changing station.

3. Changing Station

Wipe down the white baby changing pad.

- a. Use cleaning wipes available in the bottom drawer of the baby changing station.

4. Trash

- a. Pick up any loose papers or trash that may be around the bathroom to keep it tidy.
- b. Take the trash out if it is more than halfway full.
 - i. Trash bags are located in the middle drawer of the baby changing station.

5. Floors (Men's only)

- a. Use the mop available in the men's restroom to wipe up the floor under the urinals and under the sink.
 - i. Gloves and Mop pads, & disinfectant spray along with mopping to make sure everything is kept fresh.

Garden Stewards

2:30pm End of Day

The Tear-Down Team is one of the most important volunteer teams in our community and is made up of an all hands on deck approach from our 11:00 am Hospitality Team, staying late after the service to pack up our Sunday gathering, and helping us to steward our space.

These people are hard-working, responsible, and intentional individuals who love to serve with their time & hands. Their attention to detail and deep care for our community has a huge impact on our life as a church.

End of service - Tear-Down Begins

The Tear-Down team gathers to start putting things away

- ☐ Arrive + Check In with Volunteer Coordinator.
Receive any special instructions.
- ☐ Begin tearing down in the area you have been assigned.
- ☐ You are guiding the rest of the hospitality team toward putting everything in Classroom 2
- ☐ Get the rest of the team to reset the Brick Room

1:45pm - Check out with Hospitality Lead

***If you can't stay for the entire tear-down process,
please let the Volunteer Coordinator know.***

Garden Stewards

Sanctuary Checklist

In between each gathering, our welcome and usher team refreshes the restrooms. Here is a checklist to steward our facilities.

Things to Note

1. All supplies for restocking can be found to the left of the stage behind the curtain on the ramp. Here you will find additional mints, prayer tags, tissue boxes, communion cups, ropes, etc.
2. The sanctuary is the primary space where corporate worship as a church takes place. Please be prayerful in everything you do- even simple tasks like restocking- obedience and service is always an invitation to invite God's kingdom here.

Checklist as you interact with the space:

- Check that all tissue boxes are refilled and the top tissue is gently exposed.
 - Check that all tissue boxes are lined up and placed neatly next to the chairs that they are under.
- Check that hospitality stations at front room are fully stocked with:
 - Mints
 - Prayer tags
 - Communion baskets
 - Bibles
- Check that all Bibles are put back from the previous service on the shelf in the hospitality station where they belong.
- Check that there is no trash from the previous service on the floor, under chairs or in any area where it does not belong.