

Hospitality Team Handbook

Gospel Community Church

1 | Introduction

Welcome to the Hospitality Team at Gospel Community Church!

We're glad you're here. At GCC, we exist to glorify God by making disciples who love God, grow in community, and reach out with the love of Christ. Everything we do is shaped by this mission, including how we greet people, brew coffee, and create a space where others can meet with Jesus.

We believe God has uniquely gifted each person. He's given you talents, interests, and a personality that reflect His image, and it's our joy to use those gifts to build up the church. Serving on a team is one of the ways we live out who God made us to be. You don't have to be someone else, just faithfully bring who you are to what you do.

Why serve on this team?

Because it's very much like hosting guests in your own home. You tidy up, light a candle, set the table, put on some music, all to create a warm, welcoming space. Serving at church is no different. We want everyone who walks through the doors to feel welcomed, seen, and loved. Our Hospitality Teams are the front lines of that welcome. You help set the tone for someone's experience before they ever sit down.

Not to mention, teams is an excellent example of how we roll as a church family:

- ***Being before doing*** means we serve from a place of abiding in Jesus, not trying to prove anything.
- ***Knowing and being known*** happens when we work side by side as a team and help others feel like family.
- ***Sacrificial generosity*** shows up when we give our time and energy to love others well.
- ***Dependence on the Spirit*** makes our service more than just tasks, it becomes ministry.
- ***Joyful orthodoxy*** reminds us that what we believe about Jesus gets expressed in how we live, including how we welcome others.
- ***Locally rooted and globally engaged.***

This is more than filling a spot. It's a way to love God and serve His people.

2 | Hospitality at GCC

At Gospel Community Church, we have four Hospitality Teams: the **Greeting Team**, the **Coffee Team**, the **Next Steps Team**, and the **Safety Team**. While their tasks may look different, their goal is the same: to help every person who walks in feel like they've come home.

Hospitality is more than a smile or a cup of coffee. It's about creating a space where people feel safe, seen, and cared for. Some people arrive joyful, others distracted, some anxious, and others just unsure. You get to be one of the first signs that they're not alone. That this is a place where they matter.

We talk a lot about "putting out the welcome mat." The Greeting and Coffee Teams are how we do that. Through handshakes, kind words, hot coffee, clean spaces, and a general sense that we're glad people are here.

- The **Greeting Team** is posted at key doors. They welcome, open doors, offer direction, and help people find their way (even walking with them if they look lost).
- The **Coffee Team** works behind the scenes and up front, brewing coffee, setting out supplies, keeping the café clean, and warmly engaging with people who stop by.
- The **Next Steps Team** helps to answer questions and connect people to the mission of GCC.
- The **Safety Team** helps to create a safe and meaningful environment for everyone who enters our facilities.

Whether you're holding a door, pouring a cup, answering a question, or checking the building for safety concerns, you are helping to create a space where people can meet with God and feel at home in His church.

3 | Expectations for All Hospitality Volunteers

Be Communicative

We understand things come up, but clear communication matters.

- Use the Planning Center Services App to keep your availability up to date:
 - Blockout Dates – Add any dates you know you can't serve.
 - Frequency Preferences – Let us know how often you'd like to be scheduled.
- We use an Auto-Confirm system. That means you won't be sent a request to accept; you'll be placed on the schedule based on your preferences.
- You are free to decline any scheduled date, but we ask that you don't decline on Saturdays or Sundays.

If you have an emergency or something unexpected comes up and you need to decline last-minute, text or call your Team Lead directly. That allows them to check in, pray with you, and help cover your shift.

Be On Time

Hospitality starts before the service does. Being on time allows you to be prepared and present. All teams are welcome to take part in pre-service prayer as they are able (usually about 60 minutes before the first service).

Be Presentable

- Dress is casual, but nice: be comfortable, appropriate, and ready to welcome people.
- No need to overthink it. Just dress like you're having friends over for a meal.

Be Engaged

You're not a robot checking a task off a list, you're a host.

- Smile, open doors, ask questions, offer help.
- If someone looks lost, walk with them to where they need to go.
- Invite them to grab a coffee. Let them know you're glad they're here.
- Keep an eye out for new faces, and make it your goal that no one walks in without being acknowledged.

Honor Your Commitment

You don't have to serve every week. That's what Planning Center preferences are for. But when you're scheduled, own it. We promise not to over-schedule you or assign you on dates you've blocked out. In return, we ask that you honor your schedule and avoid last-minute cancellations.

This is how we serve one another well. It's how we care for our team leads, and it's how we stay reliable as a team.

There's only a few reasons why we might ask a team member to step off of one of our teams, and this is one of them. If we notice that you're struggling or over-serving, we may ask you to take a break as well. We believe that the best team is a healthy team.

4 | Rivermont Teams

4.1 | GREETING TEAM DETAILS - RIVERMONT

The Greeting Team is the first point of contact for everyone who walks through our doors. You're not just holding a door open, you're setting the tone for someone's experience.

Where You'll Be

Greeters are usually paired up and stationed at:

- The Rivermont Avenue Door
- The Bedford Avenue Door
- The Sanctuary Doors (if we have enough volunteers)

Your service coordinator will let you know where you're assigned when you arrive.

What You'll Do

- Arrive 40 minutes before the service starts for team huddle.
- Be friendly, warm, and available.
- Open doors with a smile.
- Greet everyone — not just new people. Regulars need love too.
- If someone looks lost or uncertain, walk with them — don't just point. Take them to the café, kids check-in, sanctuary, or bathroom.
- But stay aware of your zone — if you're the only one at your door, try to direct them without leaving it unattended.
- Answer questions if you can. If you don't know the answer, walk them to the Next Steps table or find a leader.

When You're Done

- Stay at your post for about 15 minutes after the service starts, then check in with your service lead to be released.
- Greeters also help pass the offering plates during the service. Your service coordinator will give direction when it's time.
- After that, you're free to find a seat and join the gathering.

4.2 | COFFEE TEAM DETAILS - RIVERMONT

Coffee may seem simple, but it creates connection. It gives people a reason to pause, linger, and engage. The café is one of the first spaces people enter, so we want it to feel clean, welcoming, and cared for.

Three Shifts

The Coffee Team is divided into three main shifts. You'll be scheduled for one of these:

1. Setup Team

- Arrives at 7:30am (enter through the wheelchair access door at the back of the sanctuary)
- Starts the coffee (*must be done first*)
- Sets out supplies (cups, lids, creamers, signage, etc.)
- Makes sure the café is clean, stocked, and ready for the day
- Wraps up once First Service Team arrives at 8:20am

2. First Service Team

- Arrives at 8:20am
- Keeps coffee full and flowing
- Welcomes people at the café counter
- Keeps the space tidy and restocks as needed
- Clean any equipment not needed for Second Service
- Wraps up once all supplies and coffee are replenished OR 9:30am, whichever comes first

3. Second Service Team

- Arrives at 10:20am
- Keeps the space tidy and restocks as needs
- Greets people and maintains a welcoming environment
- Closes down the café at 11:30am
- Cleans all remaining equipment and puts away the big coffee brewers
- Wipes counters, organizes remaining supplies, and ensures the café looks tidy
- No need to take out trash — just make sure it's neat

Where Things Are

- Immediate coffee supplies are stored in the Hospitality Closet right outside the café.
- All other supplies are stored in a separate closet next to Kidz City. The key to get into the closet is located above the drying mat in the kitchen, attached to a plastic spoon. *Please note that an access card will be needed to get back into the church if you allow the hallway door to shut completely behind you.*
- If you're ever unsure, ask your team coordinator or someone who's served before.

How We Make Coffee

We serve two types of coffee, one flavored and one regular. For the regular coffee, we use fresh, whole bean coffee because we want it to taste good and feel intentional. The flavored coffee comes pre-ground. Each coffee type has its own holding container and measuring cup.

- Grind the beans using the provided grinder (located in the café).
- For the 100-cup percolators:
 - Use cold water only, fill to the 100-cup line (MAX FILL).
 - Add 5 cups of ground coffee to the basket.
- For the BUNN automatic brewer:
 - Add 1 cup of ground coffee per pot.

You'll get the hang of it quickly. Your first few times, you'll be paired with someone who can walk you through it.

General Expectations

- Keep the café neat and clean.
- Wipe down counters.
- Refill supplies when low.
- Be present and engaged.
- If you're the only one in the café, don't leave it unattended. If someone needs help, try to assist without stepping away from your post — or get the attention of another team member.

4.3 | NEXT STEPS TEAM DETAILS - RIVERMONT

The Next Steps Team exists to help people take a clear and meaningful step into life at GCC. You're there to answer questions, offer guidance, and connect people to the right environments, ministries, and relationships. Think of yourself as a friendly guide, not a salesperson, not an expert, just someone who knows the church well and is glad to help.

Where You'll Be

The Rivermont Next Steps table is located in the hallway near the sanctuary, right up the stairs from the Rivermont Ave. entrance. It should always feel friendly, warm, and available.

What You'll Do

- Arrive 20 minutes before the service starts.
- Make sure the table looks clean, stocked, and inviting (iPad, handouts).
 - iPad is located under the coffee bar in the cafe. Code=1301
- Greet people who approach the table, or who look like they're hovering nearby.
- Help answer questions about service flow, kids ministry, or campus layout.
- Walk with people if needed, especially if you cannot clearly see where you are pointing them.
- Help new guests fill the Connect form out on the iPad. Team members should be familiar with the website.
- Share quick explanations of things like:
 - Community Groups
 - Discover Class (first Sunday of the month during 11am service)
 - Serving opportunities
 - Baptism or prayer requests
 - Upcoming events and registrations
- If someone has a deeper need (counseling, prayer, pastoral help), help them fill out a request to meet with a pastor (Connect Card).
- Keep an eye out for newcomers. Sometimes they won't come to the table, so a friendly "Hey, welcome. Can I help with anything?" goes a long way.
- **When in doubt, use the online Connect Card and have them write their request or question in the Comments section.**

What You're Not Expected to Do

- You don't need to know every detail of every ministry.
- You're not making decisions for people or "closing a deal."
- You're not offering counseling or long conversations during service, just connecting.

When You're Done

- Stay at the table until 10 minutes after the service starts.

- If received a paper Connect Card, give to the service lead or place them in the offering boxes.
- After service, return to the table for about 15 min, this is when newcomers often stop by.
 - If you are concluding the first service, please wait to leave the table until the 2nd service volunteer is present. *tag team*
- Once your service lead releases you, feel free to leave.

FAQ for New Guests (*add as team members share*)

Here are common questions you may get at the Next Steps Table:

- **Where do kids go?** (point to children's check-in)
- **Where does youth ministry meet** (Upstairs—stairwell near cafe)
- **Where are the restrooms?** (know locations at each campus)
- **How do I join a small/community group?** (Direct to prayer spaces and the next Practicing the Way which will be in February 1 of 2026)
- **What does membership look like?** (on pause as the process is being revamped)
- **How do I serve/ get involved?** (direct to serve card, discover class, prayer spaces, church events, or Leah/Emily)
- **I have filled out the form and have not received a response, what do i do next?** (get name and email of the individual and email that information to emily@gospelcc.org. Remind them that responses from team leads can take a couple weeks.)
- **How do I get connected with a pastor?** (fill out the connect card)
- **Do you provide premarital counseling?** (waiting for pastoral direction) For now, we do not have a formal process of premarital counseling due to the amount of need within the church, therefore we ask that couples seek out someone in their life that they are already in relationship with to do this. If the couple does have a personal relationship with one of the pastors, then they are more than welcome to reach out to the pastor and request personally.

4.4 | SAFETY TEAM DETAILS - RIVERMONT

The Safety Team exists to help create a safe, calm, and welcoming environment for everyone who comes to GCC. Your role is not to stand out or make people nervous. It's to quietly help the morning run smoothly, notice when something is off, and be ready to help when needed.

Think of yourself as part of the Hospitality Team with a special awareness and responsibility. Most weeks, if you do your job well, no one will even realize you're doing it.

The Goal

- Help people feel safe and at ease
- Be present, approachable, and calm
- Blend in with the Hospitality Team
- Notice things others might miss
- Be ready to respond if something needs attention

General Posture

- Dress like the rest of the Hospitality Team.
- Wear a hospitality badge if available.
- Be warm, friendly, and helpful.
- Greet people. Answer questions. Give directions.
- You are not security guards. You are hosts who are paying attention.

Sunday 1st Service Flow

Arrival Time: 7:45am

Before People Arrive

- Conduct an exterior perimeter walk
 - Check parking lots and sidewalks
 - Look for:
 - Trash (pick it up)
 - Damage to the building
 - Anything out of place
 - Loitering individuals
- Head inside and check in with:
 - Safety Team Lead
 - Logistics Lead
- The café is the usual rally point unless told otherwise.
- Perform floor sweeps on all three levels
 - Look for:
 - Maintenance needs
 - Anything out of place
 - Anyone who seems out of place

Before Service Starts

- Attend pre-service prayer and worship
- Attend the 1st service Hospitality Team huddle
 - Introduce yourself
 - Share any relevant safety notes

- Connect with the KidCity check-in volunteer
 - Let them know who you are
 - Make sure they know how to contact you if needed
- Mingle in hallways before the service
 - Goal: blend in with the hospitality team
 - Greet people
 - Answer questions or direct them to the right place

During the Service

- Five minutes into the service:
 - Lock the ADA doors at the front of the sanctuary
- Roam the hallway and café area
 - Stay available
 - Stay aware
 - Be present but not distracting

After the Service

- Unlock the ADA doors when the service ends
 - Perform a final check-in with the Safety Team Lead
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Sunday 2nd Service Flow

Arrival Time: 10:30am

- Check in with the Safety Team Lead
- Attend the 2nd service Hospitality Team huddle
 - Introduce yourself
 - Share any relevant safety notes
- Connect with the KidCity check-in volunteer
 - Make sure they know who you are and how to contact you
- Mingle in hallways before the service
 - Greet people
 - Answer questions
 - Blend in with the Hospitality Team
- Wear a hospitality badge if available

During the Service

- Five minutes into the service:
 - Lock the ADA doors at the front of the sanctuary
- Roam hallway and café

- Stay available
- Stay aware

After the Service

- Unlock the ADA doors when the service ends
 - Perform final check-in with the Safety Team Lead
-

What You're Looking For

- Anything that feels off or out of place
- Maintenance or facility issues
- Situations that seem tense, confusing, or unsafe
- Anyone who seems:
 - Disoriented
 - Agitated
 - In distress
 - Or not where they should be

If something concerns you, don't handle it alone. Loop in the Safety Lead or a staff member.

The Big Picture

Most Sundays will be quiet and uneventful. That's a good thing.

Your role helps make GCC a place where people can:

- Relax
- Worship
- Bring their kids
- Invite friends
- And focus on God without distraction or worry

You are part of how we love people well.

5 | College Hill Teams

5.1 | GREETING TEAM DETAILS - COLLEGE HILL

The Greeting Team is the first point of contact for everyone who walks through our doors. You're not just holding a door open, you're setting the tone for someone's experience.

Where You'll Be

Greeters are usually paired up and stationed at:

- The Glass Café Doors
- The Café/Sanctuary Door

Your service lead will let you know where you're assigned when you arrive.

What You'll Do

- Arrive 40 minutes before the service starts. Team Huddle will begin 30 minutes before the service starts.
- Be friendly, warm, and available.
- Open doors with a smile.
- Greet everyone — not just new people. Regulars need love too.
- If someone looks lost or uncertain, walk with them — don't just point. Take them to the café, kids check-in, sanctuary, or bathroom.
- But stay aware of your zone — if you're the only one at your door, try to direct them without leaving it unattended or shoulder tap someone who can walk with them.
- Answer questions if you can. If you don't know the answer, walk them to the Next Steps table or find a leader.

When You're Done

- Stay at your post for about 15 minutes after the service starts, then check in with your service lead to be released.
- During the fellowship moment, please make connections. Greet people!
- Greeters also help pass the offering plates during the service — your service coordinator will give direction when it's time.
- After that, you're free to find a seat and join the gathering!

5.2 | COFFEE TEAM DETAILS - COLLEGE HILL

Coffee may seem simple, but it creates connection. It gives people a reason to pause, linger, and engage. The café is one of the first spaces people enter — so we want it to feel clean, welcoming, and cared for.

Two Shifts

The Coffee Team is divided into two main shifts. You'll be scheduled for one of these:

4. First Service Team

- Arrives at 7:45am to start the coffee and grind the beans and join pre-service prayer at 8am
- Joins team huddle at 8:30am
- Keeps coffee full and flowing
- Welcomes people at the café counter
- Keeps the space tidy and restocks as needed
- Makes coffee self-serve for during the service but can come out to love on people during the relational moment
- Wraps up and hands off when the second service team arrives around 10:00am

5. Second Service Team

- Arrives at 10:20am (or right after first service ends)
- Joins team huddle at 10:30am
- Refills coffee and supplies
- Greets people and maintains a welcoming environment
- Makes coffee self-serve for during the service but can come out to love on people during the relational moment
- Closes down the café after the relational moment
- Hand vacuums and wipes counters, washes carafes and filter basket and any other items used that Sunday, organizes remaining supplies, and ensures the café looks tidy after the service
- Please remove the trash from the cabinet below and place it in one of the white trashcans — just make sure it's neat

Where Things Are

- All coffee supplies are labeled and stored in the cabinets beneath the coffee bar or in the Café Closet behind the coffee bar.
- If you're ever unsure, ask your team lead or someone who's served before.
- If you run out of supplies, fill out the inventory dry erase sheet on the fridge in the Café Closet.

How We Make Coffee

We use fresh, whole bean coffee — because we want it to taste good and feel intentional. We have a specialty roast and a regular brew. We will keep each roast in separate canisters on top of the counter for the morning.

- Grind the beans using the provided grinder (located in the café).
 - Fill up the coffee canister with beans and dump the beans into the grinder on the “Drip” setting.
 - Put the canister underneath the silver dispenser of the grinder and press start.
 - To end the dispensing process, pull the canister down and away. It will stop automatically.
- For the BUNN automatic brewer:
 - Add 85 g (roughly 1 cup) of ground beans per pot.

You’ll get the hang of it quickly. Your first few times, you’ll be paired with someone who can walk you through it.

General Expectations

- Keep the café neat and clean.
- Wipe down counters.
- Refill supplies when low and write when we’re running low.
- Be present and engaged.
- If you’re the only one in the café, don’t leave it unattended. If someone needs help, try to assist without stepping away from your post — or get the attention of another team member.

5.3 | NEXT STEPS TEAM DETAILS - COLLEGE HILL

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Where You'll Be

The College Hill Next Steps table is located in the cafe near the coffee bar. It should always feel friendly, warm, and available.

What You'll Do

- Arrive 40 minutes before the service starts for team huddle.
- Make sure the table looks clean, stocked, and inviting (iPad, Bibles, handouts).
 - iPad is located in the corner by the cafe near the computer and speaker.
Code=0987
- Greet people who approach the table, or who look like they're hovering nearby.
- Help answer questions about service flow, kids ministry, or campus layout.
- Walk with people if needed, especially if you cannot clearly see where you are pointing them.
- Collect Connect Cards and/or help new guests fill the form out on the iPad. Team members should be familiar with the website and events page.
- Share quick explanations of things like:
 - Community Groups (tap community groups that you know are open)
 - Discover Class (first Sunday of the month during 11am service)
 - Serving opportunities
 - Baptism or prayer requests
 - Upcoming events and registrations
- If someone has a deeper need (counseling, prayer, pastoral help), help them fill out a request to meet with a pastor (Connect Card), or walk them to a pastor.
- Keep an eye out for newcomers. Sometimes they won't come to the table, so a friendly "Hey, welcome. Can I help with anything?" goes a long way.
- **When in doubt, use the online Connect Card and have them write their request or question in the Comments section.**

What You're Not Expected to Do

- You don't need to know every detail of every ministry.
- You're not making decisions for people or "closing a deal."
- You're not offering counseling or long conversations during service, just connecting.

When You're Done

- Stay at the table until 10 minutes after the service starts.
- If received a paper Connect Card, give to the service lead or place them in the offering boxes.
- After service, return to the table for about 15 min, this is when newcomers often stop by.
 - If you are concluding the first service, please wait to leave the table until the 2nd service volunteer is present. *tag team*
- Once your service lead releases you, feel free to leave.

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- The café is the usual rally point unless told otherwise.
- Perform floor sweeps on all three levels
 - Look for:
 - Maintenance needs

- Anything out of place
- Anyone who seems out of place

Before Service Starts

- Attend pre-service prayer and worship
- Attend the 1st service Hospitality Team huddle
 - Introduce yourself
 - Share any relevant safety notes
- Connect with the KidCity check-in volunteer
 - Let them know who you are
 - Make sure they know how to contact you if needed
- Mingle in hallways before the service
 - Goal: blend in with the hospitality team
 - Greet people
 - Answer questions or direct them to the right place

During the Service

- Roam the hallway and café area
 - Stay available
 - Stay aware
 - Be present but not distracting

After the Service

- Perform a final check-in with the Safety Team Lead
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Sunday 2nd Service Flow

Arrival Time: 10:20am

- Check in with the Safety Team Lead
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During the Service

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 - Stay available
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After the Service

- Perform final check-in with the Safety Team Lead
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The Big Picture

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Your role helps make GCC a place where people can:

- Relax
- Worship
- Bring their kids
- Invite friends
- And focus on God without distraction or worry

You are part of how we love people well.

6 | What do I do if I don't know the answer?

You don't have to know everything. You just need to be kind, helpful, and willing to walk with someone.

If a guest asks a question you don't know how to answer:

- Don't guess.
- Walk with them to the Next Steps table, service coordinator team lead, then a pastor or staff member.
- If it's something simple, like "Where do kids go?" or "Is there a restroom?", do your best to walk with them or show them.

The goal is to help people feel taken care of, not passed off. So stay with them, make sure they're connected to the right person, and leave them with a smile.

Thanks for serving. We're grateful you're here.