

HOSPITALITY

FIRST IMPRESSIONS WIN:

To create lasting impressions of belonging in every guest...from the STREET TO THE SEAT!

HOSPITALITY POSITION DESCRIPTION:

A South Hills Hospitality Team member ensures that guests feel comfortable by providing refreshments and a welcoming experience.

A South Hills Hospitality Team member serves for approximately 1-1.5 hours when they volunteer (before and after service).

WEEKEND CHECKLIST:

[SEE DETAILED CHECKLIST FOR EACH SERVICE IN KITCHEN]

- For the Saturday 5pm and Sunday 8:30am service, please arrive 45 min early for set-up.
- All other services, please arrive 30 min early.
- Put on an "I Can Help" badge, apron and store personal items
- Replenish drinks & supplies as needed (coffee, hot & cold water, juice, coffee cups, juice cups, napkins, sugar, creamers, etc.)
- Fill Donut bowl and keep it replenished.
- Walk around, pick up any trash, wipe counters and tables tops, clean up any spills and check the floor.
- Near the end of the service, please check to make sure the next service volunteer has arrived. If not, please step in and help until they arrive.
- If there is an emergency or security issue:
 - Assess the situation
 - See if you can handle it yourself
 - If assistance is needed, find the Security Guard (Sunday only) or Sunday Experience Coordinator
 - If they cannot easily be located, go to the sound booth or kitchen shelf and use the walkie talkie (channel 1) to contact the Security Guard.