

Room In The Inn Memphis

HOSPITALITY CHECKLIST

OVERVIEW

One or more of the following duties will be assigned to each Hospitality Crew Member by the Innkeeper: (1) serve food and beverages (2) adjust sleeping area when final guest count is received, (3) greet guests at the bus, (4) make nametags for guests, (5) monitor restrooms, (6) assist guests (one at a time) at Hygiene Table, (7) facilitate evening activities.

SUPPLIES

Supply Name	Storage Container Name	Storage Container Location
Tablecloths (Round Tables – Brown, Rectangular Tables – Tan)	Tablecloths & Aprons	Under Food Serving Table
Aprons	Tablecloths & Aprons	Under Food Serving Table
Hot Cups (12 and 16 oz), Hot Cup Lids (16 oz)	Dinnerware	Under Food Serving Table
Salt and Pepper Shakers, Hot Sauce, Small Clear Plastic Bowls, Ice Scoops, Ice Bowl, Jar Candles, Name Tags, and Sharpies	Tablecloths & Aprons	Under Food Serving Table
Napkins, Plates, Knives, Forks, Spoons, Cold Cups	Dinnerware	Under Food Serving Table

CHECK IN

Upon arriving (1) sign in on the Hospitality Check- In List located on the table by the door, (2) take your coat and any other personal items to the library, (3) make a name tag, (4) if you are not wearing an Inn Crowd t-shirt, put on an Inn Crowd apron (5) join the group to pray at 5:35 PM, (6) assist with activities on Hospitality Checklist.

HOSPITALITY CHECKLIST

BEFORE DINNER

- Move room dividers as needed when Innkeeper receives final guest count
- Greet guests at the bus, instruct them to pick out a bed, wash their hands, and be seated at a table at a place with a plate
- Make name tags for guests
- Serve beverages to guests seated at your assigned table

DURING DINNER

- After the general announcements, menu announcement and prayer, serve food to guests seated at your assigned table; ask each guest if there are any items he/she would prefer NOT to have served to him/her
- Provide seconding servings if Innkeeper announces enough food is available
- Use a clean plate for second servings
- Serve desserts to guests seated at your assigned table

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AFTER DINNER

- Empty bowls of butter, cream, sugar into respective containers or bags; rinse out bowls if needed; place clean/dry bowls in Tablecloths and Aprons container
- Wipe off salt and pepper shakers and place in designated box in Tablecloths and Aprons container
- Wipe off bottles of hot sauce and place in designated Ziploc bag in Tablecloths and Aprons container
- Place extra plates and silverware in Dinnerware container
- Extinguish the flame in jar candles and place on Food Serving Table to cool overnight
- If soiled remove brown tablecloths from round tables and place in a laundry bag and place bag under Food Serving Table
- Monitor restrooms as needed
- Assist guests at Hygiene Table if requested by the Innkeeper
- Add fruit to Breakfast Bags
- Facilitate evening activities; playing cards, games, books, magazines, and adult coloring books are in Evening Activities container
- At the end of the evening, dump out any ice left in ice bowl, dry ice bowl and scoops and place in Tablecloths and Aprons container
- Place any open bottles of soft drinks in the refrigerator and any unopened bottles in the storage room
- Place cold cups in Dinnerware container
- Place hot cups and lids on Beverage Table for use in the morning
- Place approximately 20 napkins on the Food Serving Table