

**Host Procedures—Evening Hosts**

Updated 04/16/24

**General:**

Please also review the “Best Practices for Volunteer/Guest Relationships” and “Universal Precautions” sheets available on our website.

Be friendly, welcoming, courteous and flexible. Hospitality is our goal!

Check the whiteboard near the bathrooms, write your name, and highlight your name on the sign up in the volunteer binder to “check in”

**Emergency Contacts:**

Police, Fire, Serious Medical Emergency dial 911 (Do not transport guests to emergency services in your vehicle.)

St. John Coordinator Team Week Leader, Leslie McGrew:

St. John Staff Contact, David Schrampfer : 920-419-8429

Facility/Alarm Issues Contact, Cliff Sieck : 360-608-2044

Family Promise Call Phone (After 5PM and weekends): 564-241-3338

**Start of Shift**

* Please enter and exit the Family Purpose area from the South door leading to the lower parking lot (to reinforce use of this door only by guests.)
* Early hosts, please arrive by 5 PM. The Family Promise door should be unlocked upon your arrival. If it is not, check the church office and/or call Team Week Leader.
* Check the Whiteboard (across from the bathrooms) for any updated, relevant information. Write your name on the board under, “Evening Hosts.”
* Guests may arrive anytime from 5-7 PM, so please be on time and ready to greet and welcome guests. Bring a book, too, in case you find yourself waiting for a bit! If guests are running late, they will call the cell phone that is located in the kitchen. Please keep this phone charged at all times.

**Dinner Duties**

* Dinner will be delivered by the cooks around 6:00. Tables will be set up in the dining area. Please assist the cooks by setting each table with the appropriate paper & plastic dinnerware. You are encouraged and invited to eat with the families.
* Assist with any cleanup required after dinner. Wipe down and sanitize tables, chairs, etc. with the disinfectant spray and paper towels in the kitchen. Brooms/vacuum will be available in the kitchen area.
* Snacks and water will be available in the pantry area for guests and volunteers. There is also a refrigerator here for leftovers and anything else that guest’s may need to refrigerate. Since guest are not allowed in the pantry area, be available to retrieve these items if asked or set them out in the kitchen. The kitchen refrigerator will have shelves labeled for each family.

**General Hospitality**

* Be available as needed throughout the evening. There will be games and books available in the lounge area. Feel free to converse with guests and spend time with them, but be understanding if they would prefer to spend the evening in the privacy of their own rooms. It all depends on the guests; we are there to serve.
* Do not enter guest bedrooms unless necessary and unless given explicit permission to do so. This is their only private, personal space, so we want to be as respectful as possible.
* If families are interested, you may put on a movie in the lounge area. Please be sure that you show no films rated “R” or above. Select movies appropriate for the ages of the children. Be mindful of volume, as sound carries.
* Guests are allowed to take showers using the gym showers. Kids should always be accompanied by an adult when they are using the showers. Showers are not to be used between 10PM-5AM.
  + If an adult guest goes to shower, make sure there is still parental/adult supervision present for that family unit
  + Guests must inform volunteers prior to showering. Advise guests not shower when events are occurring in Koinonia (check facility schedule in kitchen to see facility usage)