**COFFEE TEAM BEST PRACTICES**

GE Vision: To create an experience where every guest feels welcomed, valued, and seen and to help them take their next step towards Jesus.

**Serving coffee isn’t about keeping our guests awake during the message. Coffee provides a sense of commonality, it serves as a cup of comfort or confidence, and the coffee bar provides the most natural place for conversation with a guest. Here are some best practices for serving on the Coffee Team.**

* Focus on the Guest in front of you- make direct eye contact, let them know you SEE them and that they are the most important person in that moment.
* If a line for coffee forms, one Team Member should step out from behind the counter, hand guests in line a cup, and engage in conversation while the guests are waiting.
* Stand in the lobby outside of the kitchen if you’re not grabbing supplies from the back! This gives you a much better opportunity to interact with guests. While a huge part of your role is keeping the coffee line moving, people are the reason we serve coffee!!
* Be mindful of spills, keeping the area clean, the coffee condiments stocked and the coffee flowing.
* After serving at the last gathering of the day, rinse all coffee carafes and leave them upside down to dry in the kitchen. Put away all coffee condiments and make sure the coffee bar is wiped down before leaving.