



KALEO CAFÉ MINISTRY GUIDE

Our Values:

*Then God said, "you've been going around in circles in these hills long enough; **go north.**" Deuteronomy 2:2-3*

TRUE NORTH

- Nurturing a Life-Giving Culture
- Offering Graced to Everyone
- Reaching for the Next Generation
- Training Disciples for Mission
- Having a Whole Lot of Fun

Our Vision

Compass North Church exists to **Know God, Find Freedom, Discover Purpose, and Make a Difference.**

Romans 15:7

Therefore welcome one another as Christ has welcomed you for the glory of God.

Kaleo Café Core Values

- Exemplify God's heart for His people
- Offer Grace and acceptance to everyone
- Facilitate a warm and welcoming experience for our guests and members
- Nurture a Life-giving culture for every person who enters our church doors

We are so excited that you have chosen to be a part of the Kaleo Cafe Team. This handbook is designed to serve as a resource to help you in your volunteer role. While our desire is to provide you with an understanding of the mechanics of the Kaleo Café team, please keep in mind that the way you welcome and serve our guests will stay with them much longer than the café beverage that you provide to them.

Dress Code

- Lanyard should be worn while serving
- Black Kaleo Café team shirts must be worn while serving
- Clean, wrinkle free, modest clothing (short skirts or shorts, and dirty or stained clothing will not be acceptable)

Roles and Responsibilities

- Arrive 30 minutes before the start of your assigned service
- Please wash your hands upon arrival. There is a soap dispenser at the sink. There is also Purell that you can use periodically while you are working
- First service volunteers attend the Team Huddle for prayer
- Return to the café for 15-20 minutes following the service to make certain that second service volunteers have arrived, or to assist with clean up and close

- Greet each guest with a smile and ask how you may help them
- If a guest seems confused by the menu offer to assist them
- Make sure to identify visitors (carrying gift bags) and do your best to make a great first impression
- Be alert and available to people needing special assistance
- Be prepared and available to direct people when necessary
- Keep the café neat and clean at all
- Kaleo staff receive one free drink of their choice for each service worked
- The café must close at the beginning of each service prior to the end of praise and worship.
- There will be a clipboard on the counter for tracking inventory. Please write down any items that we are out of or that you notice are running low. That includes the items needed for the complimentary coffee bar.
- The café must close during the service when Pastor Joe begins to speak. We cannot run the espresso machine or the grinders after he starts to talk.
- There will be a clipboard on the counter for tracking inventory. Please write down any items that we are out of or that you notice are running low. That includes the items needed for the complimentary coffee bar.

Kaleo Café Position Descriptions – prior to each service all volunteers will receive a schedule designating one of the following positions has been assigned:

Cashier - is responsible to run the POS system and handle credit card and cash transactions. Also responsible to manage sales for both CNC merchandise and the café. Records of the transactions for each area are to be maintained separately through Square. The cashier is responsible to count the money in the

cash drawer at the beginning and the end of their shift. The cash in the drawer should equal the cash sales minus the total at drawer opening. The proceeds collected during the cashier's shift should be placed inside an envelope with the totals documented on the outside along with the time, date and cashier's initials. The envelope should then be placed inside the cash drawer or into the bank deposit bag.

Assistant Cashier – stands beside the cashier and chooses the correct cup that correlates with the order. Writes the drink abbreviation on the cup along with the customer's first name. Adds the syrups, powders and ice for cold drinks and places the cup on the counter next to the assistant barista. Pours drip coffees and makes the regular hot chocolate. Also responsible to straighten merchandise area, wipe tables off and broom sweep around them.

Assistant Barista – works next to the barista and provides assistance as needed. Fills and empties portafilters, makes espresso shots, assists with steaming/frothing milk and keeps the frothing wands clean. Presents the drink and the lid to the customer by calling the customer by name. Also monitors the complimentary coffee bar.

Barista – runs the espresso machine, makes espresso shots and steams/froths milk needed to fill customer orders. Keeps the frothing wands clean and also cleans the espresso machine when the café closes. Assists in monitoring the complimentary coffee bar when the café is not busy. Provides direction to the team related to drink recipes, proper milk steaming/frothing and overall barista techniques.

Points to Remember:

To ensure we are creating a welcoming environment, along with a standard of excellence, here are some points to remember:

- Be in position **30 minutes before** the worship service begins.
- Refrain from eating, drinking, or chewing gum while at your position.
- Limit personal conversations with friends and other volunteers.
- Wear lanyard and team t-shirt so that you are easily identified as a café team member
- Greet guests warmly and assist them in their selections

- Any guest that purchases a drink and expresses dissatisfaction with their order, shall receive a drink of their choice without being charged, or their money back whichever they prefer.

Scheduling and Communications

Planning Center Organizing (PCO)

- This is our scheduling app which is utilized to schedule all volunteers
- Respond to scheduling requests within 24 hours
- Utilize block out date feature when your schedule does not permit you to serve

#Slack

- Church's main communication app
- All team members to be added to Greeter slack channel
- Check channel on a daily basis
- Respond as needed to requests from Great Team lead Directors or other team members

Expectations & Leadership opportunities

PATH Classes

- All Dream Team members must complete PATH classes

Leadership Pipeline

- Designed to Enrich you, Empower you, and Elevate your walk with Christ
- All Dream Team members must complete LP1

Serve One, Attend One

We appreciate your dedication to serve each week. In order to be successful in ministry it is important to stay well-nourished with God's word. We ask all Greet team members to serve one service, attend another. This ensures that you are plugged into what God is saying and doing at CNC.

Welcome to the Compass North _____ Team.

We are so excited you are joining the Dream Team. By checking each line & signing below indicates you have read through the guidelines for the team you have chosen and that you align with the expectations of your specific team as well as the below listed expectations of our Compass North Dreamteam members. Thank you for being willing to serve and doing your best to uphold the heart and culture of Compass North church.

_____ I have completed all 3 sessions of Path

_____ I am in alignment to the full beliefs of Compass North Church.

_____ PCO (Planning Center Online) I have downloaded the app and understand how to use it. I will respond(accept or decline) to scheduling requests within 24 hours. I will use the block out dates when out of town or have other obligations.

_____ Slack (Each teams way of sharing important information quickly and efficiently) I have downloaded Slack app and commit to check slack at least once per day.

_____ I have received my team shirt and will wear it and nametag when serving.

_____ I will arrive for serving 30 minutes prior to church service and be at my post 20 minutes prior to church service. If I am serving at 9 am I will attend the Huddle at 8:30 am.

_____ I am willing to serve a minimum of once per month (2 x per month is preferable)

_____ Serve one Attend one: I understand when I am serving, I will make it a priority to attend one service. Your spiritual life is important, we want you to be filled.

_____ Guest Aware: Whether serving or not, I will be mindful of new guests & introduce myself, help them find whomever invited them, introduce them to someone at Connect Center.

_____ Serving is working for God. I will remind myself and politely delay non-serve related conversations until after I am finished serving.

_____ Church Aware: A clean environment is part of our guests impression of Compass North church. I will pick up and dispose of empty coffee cups & water bottles. If I see a spill or mess of any kind, I will clean it up or bring it to the attention of someone who can.

_____ I understand I am expected to participate in trainings/meetings/and Dream team parties.

_____ Join a Life Group: Taking rows to circles. Small groups are where we study God's word and build lasting relationships. Most Life Groups are 8 week sessions. Freedom groups 12 wks. I will participate in a life group and when ready I will lead a life group.

_____ I plan to complete Next steps for my spiritual growth: LP1, LP2, and Freedom Group.

_____ I have completed LP1

_____ I have completed LP2

_____ I have completed Freedom (including conference)

_____ Being on the Dreamteam is an honor and a privilege. I will be mindful of how I am representing Compass North Church and the love of Jesus every day and every where, not just at church on Sunday.

_____ Social Media(WWPJP-what would Pastor Joe post) Remember it's your church family, Directors, Dreamteam members and their families, friends, coworkers & sometimes kids seeing your posts. I promise to be mindful of what I post on social media.

Thank you so much for being willing to serve the Kingdom of God. If you have any questions or concerns please take them to your team Director or Assistant Director. Pastor Joe Hunt

Signature

Dates