

# THE ROLE AND THE WIN

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## CAFÉ HOST

**Who do I report to?** **Week day:** Café Coach **Sunday:** Service Capitan

**What is the goal of this role?** Each Café Host has the opportunity to surprise and delight people by creating a warm and inviting foyer café where people can let their guard down and have a cup of coffee with new friends.

**How do I define the wins?**

1. **Touch someone's heart today!**
2. **See** - Make a church guest feel seen.
3. **Connect** - Make a personal Connection with a church guest
4. **Hope** - Leave someone feeling hope that they can belong here.

**How do I reach the wins?**

1. Arrive with enough time to huddle and get your heart ready as a team to serve each person with the love and heart of Jesus.
2. Position yourself to host the café and foyer, ready to greet and engage each guest warmly with a smile.
3. Greet people as you serve them by name.
4. Slow down and engage in lifegiving conversations with guests in the café, leaving them with more hope.

**What skills are needed to win?**

1. Warm and friendly demeanor.
2. Attention to details – cleanliness, organization, set up
3. Eagerness to serve behind the scenes.
4. Flexibility to help with every experience in the foyer before and after service.

**What makes my role valuable to the team?**

Most people decide whether or not to return to a church within the first 10 minutes of being on site. The Cafe Team plays the crucial role of adding tangible warmth and hospitality to the foyer experience.

