

# THE ROLE AND THE WIN

## STUDENT CAFÉ TEAM

**Who do I report to?** Student Experience Coach

**What is the goal of this role?** To ensure that students feel loved by serving them with a smile, engaging with them in conversation, and building relationships.

**How do I define the wins?**

1. **Touch someone's heart today!**
2. **See** – Students were greeted with a smile and welcomed in a clean and inviting environment.
3. **Connect** – Student interaction was prioritized above the transactions of pizza, drinks, and merch.
4. **Hope** – Students look forward to returning each week because they know someone is expecting them.

**How do I reach the wins?**

1. Truly see people by being present in every interaction. Connect with them personally and emotionally. Leave them with hope in Jesus and belief that they have a place to belong.
2. Be welcoming and friendly to all students entering into the Café area, being mindful of the physical appearance of the environment, and making adjustments where necessary.
3. Engage with the students in conversation and take the time to build authentic relationships with them.
4. Be intentional to remember student's names and details about them.

**What skills are needed to win?**

1. Passionate about and comfortable with interacting with middle school and high school students.
2. Comfortable operating an iPad, collecting money, and reconciling sales.
3. Dedication to the vision and mission of Next Level Students

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

Café Team Members get an opportunity to show the students the love of Jesus by serving them pizza and snacks with a smile and a welcoming heart.

