

Overall Aim:

To serve the church by providing refreshments, helping people feel relaxed and welcomed before and after services and therefore help them connect with each other and God.

- **ARRIVAL: Please arrive at 9.30 for the morning service.**
- **URNS: On arrival. Half fill one urn and fill the other. Plug both in.**
 - The half full urn will boil sooner and can be used for drinks for the teams / those who arrive early. Once the half urn has been used, refill and heat: the full urn should be ready – use one urn at a time so the other can be heating up and there is always hot water. Once boiling, the urns switch to 'keep warm' mode.
- **CLEANING: all team must wash hands with antibacterial soap**
 - Dettol kitchen surfaces; cleaning equipment is in cupboard next to kitchen – use clean J-cloths for each service.
 - Please keep all surfaces clear, with essential things out and the rest away.
 - Put black sacks in both bins.
 - Turn on dishwasher at the wall ('2 grey' switch), put plug in hole inside, shut door, press 'fill' button and hear it fill with water.
- **PREPARING DRINKS:**
 - Make up squash – 2 jugs each of blackcurrant / orange. Do a taste test for strength!
 - Layout cups for tea and coffee, water bottles, cakes, signs, milk jugs, (see diagram).
 - Fill sugar dispensers (funnel available!)
 - Put sugar, serviettes and teaspoons in a mug on each silver table.
 - Biscuits/ cakes are kept in drawer under work surface and are dated for use each week. (Please don't serve food which is dated for another week or service)
- **MAKING TEA:**
 - A medium pot takes 5 teabags and needs a couple of mins to brew. When that is nearly finished, make big pot (8 bags) and allow to brew whilst finishing medium pot.
- **OTHER HOT DRINKS:**
 - Small pot is used to take hot water from urn and fill coffee cups once a spoon of coffee has been added to each cup. Caffeinated and decaf coffee are both available, as are herbal teas.
- **SERVING DRINKS BEFORE THE SERVICE:**
 - Serving Drinks usually happens from about 10.00am – 10.30 am
 - During serving time have one person serving tea, one serving coffee and one collecting mugs/ keeping an eye on the urns / refilling teapots.

- **AS THE SERVICE BEGINS:**
 - As service begins, set up for after service drinks: put coffee in cups, refill milk jugs etc. Cover biscuits / cakes with a serviette esp during family services to deter little fingers!
 - Fill flask with hot water so that latecomers can make a drink if necessary.

- **AFTER THE SERVICE:**
 - continue serving drinks and collecting dirty mugs.
 - dirty mugs are drained into the sink near the dishwasher then inverted onto a dishwasher tray on the sink drainer. Once tray is full put into dishwasher and press 'Start'.
 - Once washed, tray of mugs is removed and left to air dry on the left hand side of the sink. Then return to the shelves at the bottom of the stack (so that if the tray is still slightly wet, it does not drip on dry mugs or glasses below).

- **FINISH SERVING AT 12.30 (allows kidswokers time to get a drink)**
 - At end of serving wipe and dettox silver tables and all surfaces and sinks.
 - Empty sugar dispensers back into plastic sugar storer and wash dispensers (sugar stored in dispensers goes hard)
 - Drain urns into mop bucket along with floor cleaner so floor can be swept and mopped with hot water. Empty mop water down the toilet.
 - Leave urns partially covered by lids but ventilated.
 - Turn off dishwasher at the wall and remove plug inside so it can drain.
 - Find a volunteer to wash tea towels (60C wash) and return following week.
 - Empty bins leaving one bin bag open and available for welcome team to put any general rubbish in. Sealed bags go into green wheelie bin outside Network House to the left of the main door as you leave.

Thanks so much for serving – your hard work is really appreciated☺