

Hospitality Ministry of Roswell United Methodist Church

Purpose: The Hospitality Ministry of Roswell United Methodist Church is committed to providing excellent hospitality and service through planning, preparation, and execution of quality food and beverage service for ministries and events held at Roswell United Methodist Church.

Staff: Director of Hospitality, 770.261.1713, provides professional food service management for our ministries and events. Once an event is approved through the church planning system, the event contact person is responsible for scheduling an appointment with the Director of Hospitality to discuss the needs of the event which should include: number of guests, scheduled location, budget services needed (menus, linens, centerpieces, type of table service, etc.) a minimum of four weeks prior to the event. After planning, a per person cost and any other miscellaneous charges will be provided to the event contact. Ten days prior to the event, the event contact is responsible for providing a final number to the Director of Hospitality, so a final bill may be prepared and presented. The Director of Hospitality is the point of contact for all events.

Members of the hospitality staff include two cooks, hourly employees and volunteers. While all are hired or scheduled to serve, they are assigned specific tasks to make events possible. Event contacts are encouraged to see the Director of Hospitality, or the contact assigned by the Director of Hospitality for all needs leading up to or during an event.

Scheduling: Requests for food service and the space where you would like your event hosted should be submitted in Service U for approval. Once an event is approved in Service U, the contact person for the event should contact Director of Hospitality, 770.261.1713, to discuss specific needs.

Quality and Commitment: The RUMC Hospitality staff is ServSafe trained and certified. Developed by the National Restaurant Association, this program sets high food safety standards that include: food safety knowledge, personal hygiene, safe food preparation/storage, cleaning and sanitizing, and safe chemical storing.

To uphold this standard, kitchen access is limited to hospitality staff and trained volunteers. All group food and beverage on the RUMC campus shall be scheduled through Hospitality department and prepared by RUMC cook staff. The following food event is “grandfathered” as exceptions to this policy:

- Adult Sunday School refreshments

The Director of Hospitality recognizes the value of fellowship and community that is gained from communities coming together with food. We will make every effort to work with you to create this atmosphere while maintaining food safety standards.

Volunteers: persons wishing to serve as a part of our hospitality team will be trained by the Director of Hospitality and have access granted accordingly:

- *Food preparation, handing, and service

- *Greeting and table preparations

- *Volunteers between the ages of 12 and 15 must be trained by a hospitality staff member and supervised by a trained adult using the above guidelines.

Outside Catering: In the case of outside catering being used for an event which requires kitchen access, the caterer must be licensed, insured, and pre-approved by the Director of Hospitality one month prior to the event and prior to any signed contracts. All contracts must be approved and/or signed by the Director of Hospitality and the Church Business Administrator. A kitchen staff member must be present if the ovens, mixer, or dishwasher are needed and a fee of \$25/hour will be charged to operate kitchen equipment. In some cases, additional fees will be incurred for a hospitality staff member to be present to ensure ServSafe standards and practices.

Minimum Service Requirements: The following minimum service per person is:

- Hot selections – require a minimum of 15 guests

- Cold, To-Go, and beverage selections – require a minimum of 6 guests

- Platter selections – require a minimum of 12 guests

- Dinner selections- require a minimum of 25 guests

Food Charges/Fees:

All meal prices include: buffet style meal, disposable plates, bowls, napkins, and beverage cups. Prices also include stainless steel fork and knife combinations and tablecloths for dining and buffet tables. Tablecloth colors of white, beige, and dark green are available for dining tables. Buffet/serving tablecloths are available in white only. Ministry areas/committees are responsible for providing one volunteer server per 20 guests with a minimum of three volunteers per meal. Volunteers should arrive 30 minutes prior to the event, reporting to the kitchen, for service instructions.

Additional fees:

- China plates – 50 cents/plate

- Coffee mugs – 15 cents/plate

- Water glasses – 25 cents/plate

- Table skirts-white – \$2.50/skirt

Full service seated meals, banquets, and formal dinners are an addition \$ 25/hour for servers, one server per 25 guests required for seated meals.

Cancellation policy: Events cancelled with less than 10 business days' notice will incur a charge of 50% of food and labor costs. If the event is cancelled with only 48 hours notice or less, 100% of food and labor costs will be charged. In the case of inclement weather, power outage, or food distribution issues, the Director of Hospitality may cancel the event and 100% of the charges will be refunded.