

Hospitality Team Training

This video covers the best practices for greeters and members of our hospitality team. Please watch this video, answer the following questions, and turn this worksheet into your team leader.

Question 1: Where should your phone be while serving? Why?

Question 2: What should you do if you forget someone's name?

Question 3: Why is the first 5 minutes after service so important to follow up with new guests?

Question 4: What is your most important nonverbal communication tool?

Question 5: What can you do to be spiritually prepared to serve each week?

Question 6: When is it okay to leave your assigned position?

Question 7: Why is it important to go above and beyond by opening a door?
