



# WELLSPRING CAFÉ

*Ministry Handbook*

# A MESSAGE FROM *our pastors*



Hello Café Team!

Thank you for being a part of such an integral serve team here at Wellspring. Every Sunday, or Event, you have a great opportunity to serve God by serving others with your passions, kindness, talents and testimony.

When you come prepared to notice others instead of simply performing a task, serve with excellence and form community in an unlikely place- you are leading the way and helping people to encounter God and feel like they belong in His story.

Leading others in this way is not only an honor but a great responsibility. Thank you for giving it your all and for realizing that every Sunday is **SOMEONE'S SUNDAY** where they accept Jesus as their Lord and Savior.

As you help to create purposeful environments and interactions here at Wellspring, you are greatly impacting the Kingdom.

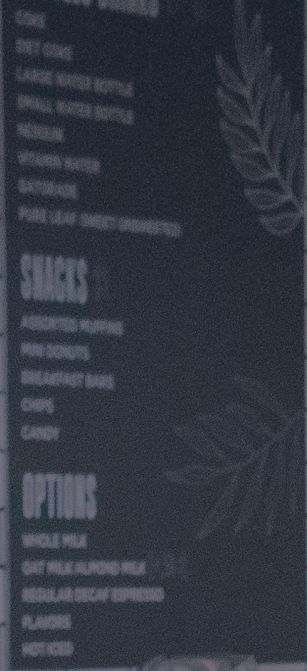
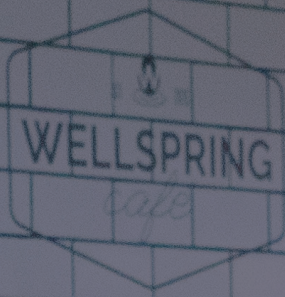
Thank you and God bless you,

*Pastor Joey + April Adkins*

# WELCOME

Welcome to the Café Team! As a part of the Wellspring Cafe team, your role is to ensure a friendly and comfortable atmosphere while maintaining a high standard of food/drink quality and service. We're so glad you're here!





# WHY WE EXIST

To help people at Wellspring experience a sense of community.

# OUR PURPOSE

We aim to help people feel loved and welcomed from the moment they are greeted at the register to when they receive their order.



# CAFÉ

## *Cultural Values*

---

### **WHAT WE DO**

Our purpose is to ensure a friendly and comfortable atmosphere while maintaining a high standard of service as well as food and drink quality. We aim to help people feel loved and welcomed from the moment they are greeted at the register to when they receive their order. The impression our guests get from the Cafe largely reflects our overall goal of how we want our church to be considered.

### **BE A REGULAR ATTENDER**

Each member of the team is expected to attend services regularly when they are not scheduled to serve. We want you to stay connected to what God is doing in our church family.



# RESPONSIBILITIES

- Arrive at the cafe at the listed serve times:
  - First Service arrival time - **7:45 am**
  - Second Service arrival time - **9:00am**, or after first service lets out if you are attending that service.
  - Third Service arrival time - **10:45am**, or after second service lets out if you are attending that service.
- Assist with beginning of service set up, and/or end of service clean up.
- Dress Code - close-toed shoes, green Team Wellspring shirt or apron, name tag.
- Confirm or decline your serving schedule in Planning Center.
- Commit to serving every other week.

## “SERVE ONE, ATTEND ONE”

Attend one church service on your serve day and volunteer at a different service. This ensures you are able to be fully present and connected to what God is doing at Wellspring.

# SERVING POSITIONS

- Café Coordinator
- Cashier
- Middleman (Runner)
- Espresso Station
- Blended Drink Station
- Self-Serve Coffee Station

# DIRECT REPORT

- Jill Schmidt - [jschmidt@wellspringfl.com](mailto:jschmidt@wellspringfl.com)

# CAFÉ MINISTRY

## *Policies*

### OPENING PROCEDURES

- Assist in making drip coffee and putting it in the self-serve coffee station (lobby).
- Set up cashier items such as cup organizers, snack displays, signs, etc.
- Check expiration dates of milk, bottled drinks and prepackaged snacks.
- Refill any low snacks, bottled drinks and self-serve coffee items.
- Prepare smoothie and espresso station supplies.
- Defrost fruits and take ice cream out of freezer.

### CLOSING PROCEDURES

- Clean all cafe equipment: Espresso machine, airpots, blenders, measuring spoons, containers, etc.
- Wipe down all surfaces.
- Pull snacks off the counter and place on racks in the kitchen area.
- Count the register (Café Coordinator is responsible)
- Leave the main switch of the coffee machines and espresso machine ON.





# CAFÉ

## Role Descriptions

### CAFÉ COORDINATOR

The Cafe Coordinator manages the team before and after the service. They are responsible for ensuring smooth operation during their assigned service. The Cafe Coordinator makes certain the cafe standards and procedures are followed and that we have consistency in products provided to our customers.

The Coordinator for first service is responsible for getting to church at least an hour before the service start time to begin set up. This includes setting up the iPad and register.

The Coordinator for the third service is responsible for clean-up after all services are over. This includes counting the register at the end of the final service, bagging it with a deposit slip and placing it in the safe in the kitchen cabinet. All coins need to be placed in a separate Ziploc bag and locked in the safe with the iPad.

### CASHIER

The Cashier's role is to provide excellent customer service to our guests. They are to become familiar with our menu items and where they are located on the menu board. Transactions they will perform include cash handling and credit processing. The cashier is the main person who communicates with the guest and must be able to communicate in a clear and friendly manner. They must be accurate with their items and pricing, move quickly and efficiently, and be approachable and well presented.



# CAFÉ

## Role Descriptions

### MIDDLEMAN (RUNNER)

The Middleman's role is to assist the cashier. When the cashier receives a guest, the Middleman's job will be to write the guest's name on the appropriate cup, prep the drink and pass it to the espresso station or the blended drink station. Once the drinks have been completed, the Middleman will put the drink on the counter and announce the name, or hand it directly to the guest, with kindness. The Middleman will also assist with the Self-Serve Coffee Station when a volunteer for that role is unavailable.

### ESPRESSO STATION

The person in this role must be proficient in operating the espresso machine, along with being familiar with the recipes for lattes, macchiatos, americanos, cappuccinos, cocoas, and hot teas. Some of these could be made hot or cold, and the recipe is different for each. Efficiency is crucial to maintain a quick and reliable flow for guests.

### BLENDED DRINK STATION (2 PEOPLE)

This role is designed to focus entirely on our blended drinks, like smoothies and frappes. This person must be familiar with the menu for our blended drink options. Efficiency is of the utmost importance here as they are our most popular items that could easily get backed up if recipes aren't well known.



# CAFÉ

## Role Descriptions

### **SELF-SERVICE COFFEE STATION (FREE COFFEE)**

The main responsibility of the person assigned to this station is to brew the drip coffee for the self-service area and interact with guests as they do. Additionally, he or she will continually check the station to make sure it is well stocked with cups, lids, sleeves, stirrers, creamers, sugars and napkins.

He or she will also refill the regular and decaf coffee when low. Regular coffee may need to be brewed more than once, but decaf only needs to be brewed one time. This station also needs to be periodically wiped down and made sure that it looks clean and presentable.





# OPENING PROCEDURES



- Make sure espresso machine is still on
- Turn on drip coffee warmers and start brewing
- Make sure coffee pots are assembled and ready to serve
- Make sure self-serve coffee station is prepped
- Plug in blenders and grinders
- Set out black towels at each station
- Wash hands and wear gloves for any food prepping
- Set out fruits in serving containers and begin thawing
- Prep new bananas - peel and freeze
- Remove ice cream & fruits from freezer
- Fill rolling ice bin
  - Make sure ice scoop is left in basket on the counter
  - **DO NOT** leave ice scoop inside the ice machine
- Ensure stations are clean and ready (see Station Area Set-Up list below)
- Make sure all trash cans are ready with trash bags
- Set up iPad and cash drawer
- Refill Grab & Go snacks and bottled drinks
- Stamp coffee sleeves with Wellspring logo
- Move open/closed sign on the register to OPEN
- Turn on light inside the Coke fridge

# STATION AREA

## Set-Up

---

### CASHIER STATION:

- iPad and cash drawer (password: WCC123)
- Cold cups and hot cups in two dispensers
- Hot cup sleeves in container
- Permanent markers
- Grocery list

### BLENDED DRINK STATION:

- Blenders, lids, silencer shields
- Flavored syrups on display stand
- Ice cream scoops in hot water
- Ice cream set on counter
- Fruits w/ blue ladles (strawberries, bananas, pineapple)
- Milk, whipped cream in mini fridge
- Filled juice pumps (strawberry, mango)

### ESPRESSO STATION:

- Caramel and chocolate drizzles
- Honey and cinnamon
- Bean grinders, tamper and knock box
- Two double portafilters with perforated baskets inserted
- Two black towels
- Two wet washcloths for cleaning steaming wand
- Two glass measuring cups



# STATION AREA

## Set-Up

---

### SELF-SERVE COFFEE STATION:

- Napkins
- Donation Box
- Half & Half creamer singles
- Vanilla, caramel, hazelnut creamer singles
- Sugar in the Raw packets
- Sweet n Low packets
- Splenda packets
- Stevia in the Raw packets
- Stirrer straws
- 2 pots of regular drip coffee
- 1 pot of decaf drip coffee
- Hot cups
- Hot cup lids
- Hot cup sleeves

### SNACK DISPLAY AREA:

- Chip clip display
- Candy and chocolate bar display
- Muffin and donut display
- Belvita bar display





# CLOSING PROCEDURES

- Wipe down each station and counters
- Clean sinks
- Wipe all syrups and other plastic/glass containers
- Wash syrup pumps if clogged
- Wash and dry all utensils and their containers, put away
- Place all dirty towels and rags in laundry hamper
- Wash airpots and leave open to dry
- Wipe down coffee machines and wash parts using Clearly Coffee
- Soak brewer box spouts & caps in a bin with Clearly Coffee
- Run cleaning tabs through drip coffee machines
- Turn off warmers on drip coffee machines (**DO NOT** turn off Main Switch)
- Leave the espresso machine ON
- Clean espresso machine (see Espresso Machine Cleaning Procedures)
- Wipe down blenders and wash parts, including gaskets
- Add items needing to be ordered to the grocery list
- Throw away all expired items
- Return ice cream and leftover fruit to freezer
- Return milks and juices to fridge
- Empty water pumping containers, set out to dry with pumps detached
- Turn off light in Coke fridge. Place Grab & Go snacks in kitchen
- Balance cash drawer - at least 2 people verify & deposit. Place iPad & money bag into safe.



# ESPRESSO MACHINE

## Cleaning Procedures

### WEEKLY

- Wash double portafilters. Scrub all nooks of portafilters with wire brushes.
- 1/2 tsp PURO espresso machine cleaner into single-spout portafilter with closed basket (no holes). Run portafilter like making a shot. Push Manual/STOP program button (far right), wait 10 seconds. Push button to stop. Wait until you hear no more water. Repeat twice. Remove portafilter, empty it into drip tray and rinse. Push the same button to run hot water through espresso dispenser with no portafilter engaged. When water runs clear, stop water with the same button. **Repeat process with limescale powder.**
- Fill a steaming pitcher with cold water and place under steaming wand. Use as if you were steaming milk. Use long thin brush to clean out anything left in milk wand. Run a little hot water and steam through it one last time for a few seconds. Wipe and dry. Wash steaming pitchers.
- Remove drip tray and grill, tilting side closest to you upward and pulling. Wash with dish soap. Return, making sure to line up the hole in the drip tray over the machine's drain.
- Wipe and shine machine with polishing cloths.
- Wash, dry and return top grid to the machine hood.
- **When espresso machine upper dial is straight up and lower dial is at about #5, remove portafilters and run hot water (manual button, "stop" program button) through both espresso dispensers for about 20 seconds into tray. Also, using a steaming pitcher underneath steaming wand, use manual steaming valve (right wand) or automatic steaming button (left side) until you aren't getting hot water spitting, just steam. This takes about 30 seconds.**

### MONTHLY

- Soak portafilters, baskets and strainers in diluted Limeaway (10-15 minutes). Strainers need to be removed from the machine with a screw driver. **Do not leave soaking over night.**
- After strainer is out of machine, take wet paper towel with water and wipe out this area. Only use a **fine bristle brush (toothbrush)**. You can damage the rubber seal if scrubbed too hard.

**\*DO NOT KEEP PORTAFILTERS IN THE ESPRESSO MACHINE DURING THE WEEK\***

**\*ALWAYS LEAVE ESPRESSO MACHINE ON\***





# WELLSPRING CAFÉ