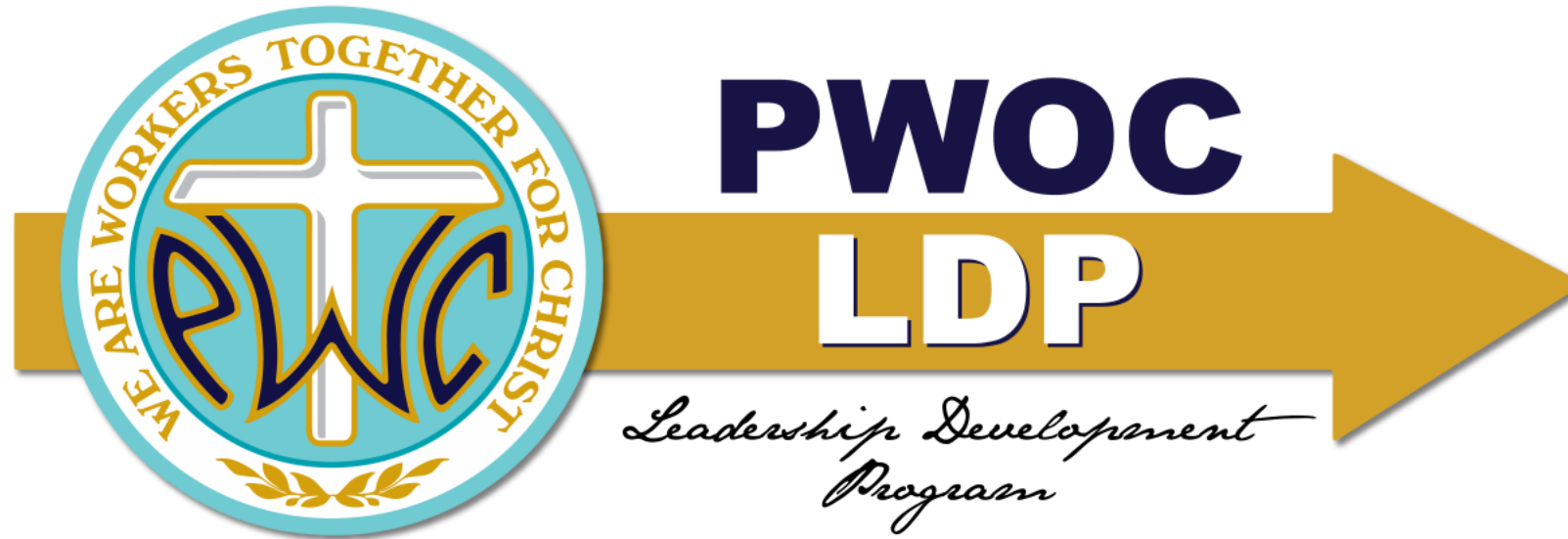


POSITION TRAINING



Hospitality

Welcome Leader,

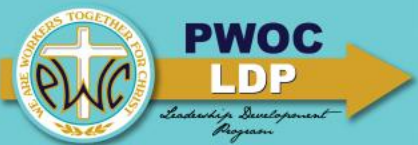
Working on a PWOC Board can be such a delight!

This training is designed to set the correct trajectory for your position to set you up for success. Take the time to think through each element. Consider how the information applies to you and to your military installation. Ask questions! Track down answers. Be proactive.

As you are making plans for the year, be sure to include self-care. Put God and your health first—take care of yourself and your family! Your service in PWOC should be a blessing to your other areas of responsibility—if it is not, step back and make adjustments. Course corrections will be needed throughout the year.

May God bless you and direct your steps,

Your PWOC Sisters in Christ



Summer Homework

READ [the PWOC Ministry Manual](#): This will give you a great overview of the ministry of PWOC along with helpful tools and information.

CHECK OUT [theHubPWOC.net](#) for great resources and specifics for your position.

ASSEMBLE [a support team](#): Ask 1-2 women to cover you in prayer throughout the year. It is helpful to ask non-local women so they can be objective in giving advice as needed.

COMPLETE [task items such as](#): 1) Registering in a volunteer hours system, 2) Completing a Background Check for working with children, or 3) Taking a Food Handler's Course.

WATCH [the Personality Module](#) in this Leadership Development Program, unless your Board plans to do this training together.



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A note about your Board Position Notebook:

In an ideal PWOC world, you were handed a super helpful position notebook (sometimes called a “continuity binder”) filled with everything you need to know, specific to your Board position, at your local installation. If you are one of the lucky ones, make your notebook even better by including all you learn this year. Add your own notes and resources to those of your predecessor.

If you do not have a position notebook, begin creating what you wish you would have received. Collect contact information for your key people. Record local protocol. Create event AARs. Write great Board Reports. Give the advice you wish you would have had. At the end of your term, you will have a valuable resource to hand over to your successor.

Position notebooks can be hardcopy, digital, or a hybrid. For more information and a list of items to consider including, see the section: **Keeping a Position Notebook** in Chapter 1 of the PWOC Ministry Manual.



Hospitality

The Hospitality position fosters a friendly, welcoming environment at PWOC. This amazing position creates meaningful fellowship time, typically with refreshments, for women to connect with God and with each other. It is oftentimes during these moments of conversation and food that women connect on new levels, forming friendships that possibly last a lifetime. Be encouraged that you will be used by the Lord in a mighty way in your PWOC body of women!

The following slides will help you “unpack” your position. The first line item on each slide comes directly from your position description in the PWOC Ministry Manual, followed by suggestions, questions, and comments to help you see how each element may play out at your installation. Text that appears in gold refers to resources in the PWOC Ministry Manual (PWOC MM) or the PWOC Leadership Development Program (PWOC LDP).



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Hospitality

1. Creates a welcoming environment conducive to fellowship and meaningful connection.

- Hospitality gets to set the tone of a welcoming, warm environment through a time of fellowship (usually including snacks and drinks). How can you create this space? Are there easy decorations that might enhance the atmosphere? Is there space to sit? Room for strollers? Think through where you will have fellowship. Make it as comfortable as possible.
- Arrive early for setup so that the attendees enter a calm atmosphere with the Hospitality Team ready to bless and serve them.



- How can you kindly and gently let the women know when the time of fellowship is done?



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Hospitality

2. Assembles a Hospitality Ministry Team to accomplish her position responsibilities—involving and developing women from the PWOC body who enjoy food preparation, decorating, or social interaction.

- Building a Hospitality Team allows you to delegate women with the same hospitable hearts to focus on serving the women around them. Team members could help a mom who has her hands full, or they might watch for those sitting alone and strike up a conversation.
- Encourage your team to arrive early for setup so they will be calm and ready to serve the PWOC body.
- Consider ordering or making matching aprons for the Hospitality Team. This will make your team members easily recognizable and will also help to build a sense of team unity.



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Hospitality

3. Understands that meeting physical and social needs (i.e., hunger, the need to connect) can help the heart open up to receive spiritual nourishment.

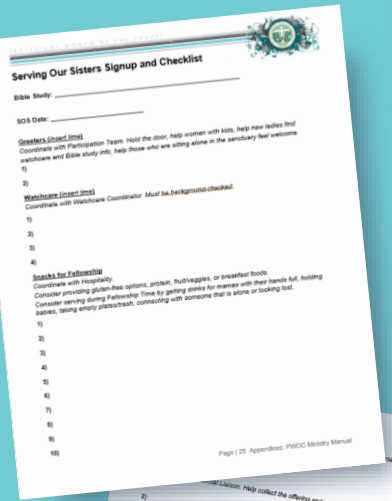
- As women enter in the doors, no one knows what their week or morning has been like. As Hospitality lead, you can arrive early to pray over the atmosphere, welcoming the Holy Spirit into the fellowship time, and asking Him to meet people's needs.
- Are there ways you can creatively bring the annual vision/theme into the room? Could you display/use encouraging Scriptures in your décor?
- Coach your Hospitality Team to silently pray over the women they are serving and to continually watch for those who are not connecting well. Your team can help them feel welcome and give them a sense of belonging. This is so essential. Do not underestimate the impact of your ministry.



Hospitality

4. Arranges refreshments each week (perhaps creating a schedule for Bible studies to take turns bringing food), in compliance with local health guidelines and with consideration of the dietary needs of her PWOC members.

- Bible studies can take turns providing food for the PWOC body (often referred to as “Serving our Sisters” or “SOS.”). *See PWOC MM section: **Getting Started: Serving Our Sisters** See also PWOC MM Appendix: **Serving Our Sisters Signup and Checklist**.* This approach allows us to share the responsibility and opens the door for creativity! Use the form as a starting point and tweak it according to the needs of your PWOC.
- Remember the diversity of eating restrictions in a group of women. Can you poll the ladies in the early weeks for ideas for snacks or to see if there are specific dietary restrictions?
- Coordinate with the 1VP Spiritual Life for scheduling SOS with classes and to get information to the Bible Study Facilitators. Make sure they are informed about any dietary restrictions in your PWOC body.



Serving Our Sisters Signup and Checklist

Bible Study: _____

SOS Date: _____

Greeters (SOS time)
Coordinate with Participation Team. Hold the door, help women with keys, help new ladies find restrooms and Bible study info, help those who are sitting alone in the sanctuary for welcome.

1) _____

2) _____

Mealtime (SOS time)
Coordinate with Mealtime Coordinator. Must be background-checked.

1) _____

2) _____

3) _____

4) _____

Snacks for Fellowship
Coordinate with Hospitality.
Consider providing gluten-free options, protein, nut-free, or breakfast foods.
Consider serving during Fellowship Time by getting plates for ladies with their meals full, holding tables, using empty glass/teacup, connecting with someone that is alone or looking lost.

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

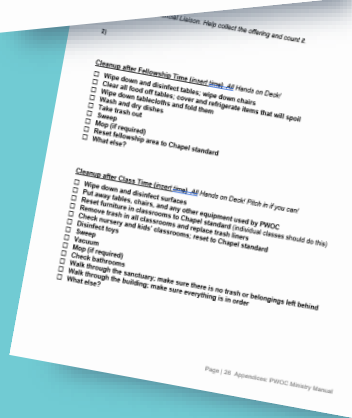
7) _____

8) _____

9) _____

10) _____

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Clean up after Fellowship Time (SOS time) All Hands on Deck!

Wipe down and sanitize tables; wipe down chairs.
Clear all food off tables; cover and refrigerate items that will spoil.
Wipe down tables, chairs, and any other equipment used by PWOC.
Wash and dry dishes.
Take trash out.
Mop (if required).
Reset fellowship area to Chapel standard.
What else?

Clean up after Class Time (SOS time) All Hands on Deck! Pitch in if you can!

Wipe down and sanitize surfaces.
Reset furniture in classrooms, and any other equipment used by PWOC.
Remove walls in all classrooms to Chapel standard (physical classes should do this).
Check restrooms and replace trash liners.
Wash and dry dishes.
Mop (if required).
Check restrooms.
Walk through the sanctuary; make sure there is no trash or belongings left behind.
Walk through the building; make sure everything is in order.
What else?

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Hospitality



5. Oversees setup and cleanup of the fellowship area.

- If your PWOC uses the Serving our Sisters model, you can include setup and cleanup in the list of their responsibilities.
- Make the setup of décor, food and drinks easy. Have a consistent plan each week so that things run smoothly. Consider creating diagrams or take photos of how the room is set up and decorated each week as well as what the space needs to look like when PWOC is done, and the Chapel is reset. Make these available to your team and to those participating in SOS.
- Ensure that you follow the Chapel or facility guidelines on cleaning, sweeping, disinfecting, room setup, etc. Be a representative of Christ as PWOC utilizes these spaces. Leave them in great condition.



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Hospitality

6. Works with the Financial Liaison to purchase/restock necessary supplies, working within the amount budgeted for Hospitality.

- Your budget will guide you on how often you can stock your pantry. You may also want to use some of your budget on decorations for your fellowship room. Check to see what general supplies your Chapel may already purchase regularly (e.g., paper goods). See what is already available for décor.
- Work closely with your Financial Liaison to ensure you have funds to order your supplies for the weekly meetings, but also for larger events that might use more supplies than usual such as a Program, Retreat or Outreach project you are helping to support. Keep ahead of the calendar!
- If funds run low, be creative! Your women will likely be more than happy to bring snacks and supplies as a restocking donation.



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Hospitality

7. Coordinates with 2VP Programs to plan refreshments (and possibly decorations) for Program Days, keeping within budget constraints for Hospitality and Programs.



- Check with the 2VP to see what assistance she needs for the upcoming Program—it is a great opportunity to join teams together! Work with the Financial Liaison to figure out which budget (Hospitality/Programs) will pay for supplies. If the 2VP does not need your team's help, then enjoy your day off!
- What décor do you have that may be appropriate for the Program? Are there tablecloths that can be used? Centerpieces? What else?

Hospitality

8. If needed, coordinates with Retreats & Events to plan meals or refreshments for retreats and special events, keeping within budget constraints for Hospitality and Retreats & Events.

- Retreats and special events are a blessing! They bring women together in a new way. Meals and refreshments foster a time of connection, and your role can be critical in this! Check to see what help the Retreats & Events position may need.
- Work with the Financial Liaison regarding purchases and which budget (Hospitality/ Retreats & Events) is responsible for which items.
- If your team is not needed for an event, do not take offense, just enjoy your opportunity to be regular attendees.



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Some final thoughts...

God has gifted you in such a beautiful way. You see the needs of others and your heart is moved to meet those needs. As you meet physical needs and social needs, you set the stage for the Spirit of God to meet spiritual needs. Never devalue your work! It's not about cleaning or cooking; it's about ministering. Do it with your whole heart! Blessings on you, Sister.