



## An Evening of Hospitality Service at the Cathedral Center

### Planning for your evening of hospitality:

- Group coordinator contacts Ana Treptow at [atreptow@cathedral-center.org](mailto:atreptow@cathedral-center.org) or (414)831-0394 ext. 2133 to arrange a date to serve or to confirm your scheduled date
- A Volunteer Application and Policy and Guidelines Agreement form is needed for all members of your group, including children. Please email or fax forms to Ana Treptow **BEFORE** your evening of service to allow us time to complete the background check we do for all volunteers. Form is provided by Ana
- Plan and prepare a small meal for 55-60 people that includes a main dish, a side or two, dessert and juice.
- Watch for the weekly hospitality update which includes the upcoming schedule, census, and food requests. Please keep in mind, our census changes daily!
- Arrive between 6:15-6:30pm to set up/prepare to serve at 7:00pm

### At arrival:

- We are located at 845 N Van Buren St. on the SW corner of Van Buren and Kilbourn Ave  
Parking is available on either Van Buren Street or Kilbourn Ave
- Ring front bell when you arrive and we will be happy to help you unload
- Rolling carts are available in the front lobby to bring all items to the 2<sup>nd</sup> floor kitchen area where you will divide the food between floors and sign in. Push "L" on the elevator to arrive at the 2<sup>nd</sup> floor kitchen area.
- Volunteer Sign-In Binder – located in the second floor kitchen- Includes:
  - Sign in Sheet: current census, number of sandwiches needed, and names of staff on duty.
  - Other announcements/communication from Ana, Volunteer Coordinator
  - Blank applications if needed
- Divide food according to the numbers provided on the census and send half the group up to the Family Floor, located on the 3<sup>rd</sup> floor, to serve

### Set-Up:

- All volunteers need to wear gloves when handling and serving food.
- Use the counter space as needed to set up
- We provide paper plates, plastic ware, cups, and napkins. All serving utensils and dishes are provided by the Cathedral Center can be found in cabinets of serving area. Please ask a shelter staff member for additional supplies and knives
- Put out provided serving utensils and tongs for all dishes

### **Serving:**

- Dinner is served promptly at 7:00. Please do not serve earlier than this to keep our evening schedule on track.
- If your group would like to say a prayer before serving the meal, please do so privately. If your group would like a space to pray, please ask a staff member to show you to a side room. To respect the backgrounds and beliefs of all our clients, we ask that you not engage the room in prayer.
- Our clients love to interact with volunteer servers! Please serve our clients by dishing up each person's plate. This ensures all clients receive a fair helping. Serve modestly; they can always come up for seconds.
- Label any foods that may have allergens (especially nuts and fish)  
We ask volunteers on the Women's floor to prepare sandwiches for the next day's lunches. All the sandwich items are provided by The Cathedral Center. The number of sandwiches needed is provided on Sign-In Sheet. Each sandwich should include:  
2 pieces of bread  
2 pieces of meat  
1 piece of cheese  
We do not use the ends of the bread

### **Clean-Up:**

- Serving typically ends around 7:30 and clean up should be completed by 8:00pm to ensure clients time for their evening routines
- Please clean serving dishes and utensils, counter space, and throw away trash. Feel free to use sinks for washing any containers or utensils.
- Leftovers: a small portion of left overs can be kept for breakfast (fruit, vegetables, no more than one pan of other food). Any other leftovers should be taken home by volunteers.

### **Shelter Life**

- Check in for a client is between 5:00-7:00pm. When you arrive, clients may be hanging out, reading, and watching TV in the lounge, waiting for doors to be unlocked at 7:00pm. Feel free to interact with clients, introduce yourselves, ask about their day, etc... 😊
- Each night we have 3 shelter staff on duty. The Shelter Office is in the hallway of the second floor. Each Shelter Staff wears a red shirt. While they tend to the various needs of clients checking in, they are available to assist you in set up, clean up, and restocking any sandwich or serving supplies
- A staff person or Shelter Aid Volunteer will be present on both the women's floor and the family floor after volunteers arrive to assist in any way and to supervise