



## ***Hillsong Guest Procedures***

### **Pre- Arrival:**

When confirming a guest we ask them to kindly fill out a form to help ensure they have an enjoyable and comfortably stay with us. We ask their drink preference, how many guests are joining them, their flight details, and any food allergies.

Before they arrive we check into their hotel for them, and leave a gift hamper, water bottles, and a gift.

### **Gifts:**

Guests will have a Gift Hamper waiting for them in their room upon arrival. Hampers are filled with the follow:

- Colourful fruit
- Dried fruit and nuts
- Mints
- Water bottles

Healthy food and presentation is of utmost important.

They will also receive a gift, five of Pastor Brian and Bobbie's most recent resources, and the session recordings from their speaking engagement.

### **Drivers:**

Our drivers are available for our guests for the entire duration of their time with us; from the moment they need to be picked up from the airport and taken to their hotel, all the way through till they depart us. Our drivers are made available to guests for driving to and from Church events, but also as they desire, whether it be sightseeing or needing to run an errand

to the pharmacy. It is our aim to ensure our guests are treated with the highest honour and respect. We aim to never ask a guest to take a taxi, by making available to them a driver even for an early morning or late night flight.

**All of our guests are cared for with:**

- **Waters & Mints**
  - We ensure that there are plenty of waters and mints in the vehicle before you start of the day
- **Music**
  - Each car is provided with the new Hillsong Album “No Other Name”.
- **Arrival Sign**
  - Our team will arrive at the airport with printed off airport arrival signs to help guests locate our team upon arrival
- **Hotel Check-in (Key Speaker Drivers Only)**
  - Prior to picking up the guest from the airport, we check them into their hotel and take the room keys with us to give to your guest.
  - We aim to be professional & polite when communicating with hotel staff.
- **Guest Itinerary & Passes**
  - Guest itineraries & passes will be placed inside guest hampers.
- **Appearance**
  - Our drivers are asked to dress in a presentable manner (i.e. no thongs, shorts, torn shirts). Smart casual – collared shirt, jackets, good trousers and nice shoes.
- **Cleanliness**
  - We advise our drivers to ensure their breath smells fresh, especially in the morning or after your coffee. It is always good to have mints available.
- **Greeting The Guest**
  - We make sure to present ourselves to the guest; we encourage drivers to smile and speak clearly.
  - Our aim is to serve them in any way possible such as taking their bags, luggage cart, or even handbags.
  - We aim to open all doors for our guest whether it is building or car.
- **Drop Off**
  - We aim to never just drop the guest off at the hotel when they have arrived. We will always take the guest in and make sure their luggage gets to their room.

**Guest Lounge:**

Guests are invited to our Guest Lounge located in any of our campuses pre/post church service where food and refreshments are served.

In each of our guest lounges we always have available:

- Fruit platters
- Nuts and dried fruit
- Soft drinks
- Juices
- Water
- Coffee
- Mints

For *breakfasts* we will have a selection of:

- Toasts
- Yoghurt and muesli

When catering for *breakfast* we will do a selection of:

- Eggs and bacon
- Toast
- Fruit

For evening services with *lunch/dinner* we will have a selection of:

- Fruit platter
- Cheese and crackers
- Nuts and dried fruit platter

When catering for *dinner* our menus vary, always having salads and meats for entree and main courses. A sample menu may include:

- Lemon and herb chicken over a bed of couscous.
- Quinoa salad with rocket, feta cheese, and pumpkin
- Green Salad with rocket and spinach, roasted pine nuts, strawberries and balsamic dressing
- Selection of fruits and nuts

Guests are invited back to the lounge between and after services if they would like. Our drivers are also ready to drive them back to their hotel at their earliest convenience.