

Team Member Session #2

Culture of Hospitality

Competency: Learn how to demonstrate hospitality in your role at Calvary.

Assignment:

1. Read the Scripture passage
2. Answer the Scripture reflection questions.
3. Read the article "Building a Culture of Hospitality at Calvary."
4. Answer the reflection questions.

Read: John 13:1-35

Reflection & Questions

- In verses 12-17 Jesus explains why He washed His disciples' feet. What is He trying to teach them, and what did He want them to do going forward?
- From this passage, it is clear Jesus knew that Judas was going to be the one to betray Him. Judas betrayed Jesus with clean feet. What can we learn from Jesus's example?
- What does Jesus instruct of those who follow Him in verses 34-35? What is the outcome of following Jesus's commandment?
- Has there been a time in your life where you have experienced Jesus's love by the actions of other people? What impact did it have on your faith?

Content:

Building a Culture of Hospitality at Calvary

When you walk into a new place, whether it's a restaurant, school, gym, job, or anywhere else, what do you feel? Think back to a time when you were new somewhere. What was it that made you feel at home, eased your anxiety, or maybe even made you feel like you belonged there? For many of us, it was a person greeting us with a smile, asking our names, and helping us navigate where we are going. It was a teacher helping you find your desk, a co-worker helping you find the break room, or someone sitting with you during lunch. These intentional acts of acknowledging you, greeting you, and welcoming you helped make you feel at home.



At Calvary, our desire is for every person to experience a culture of hospitality in our community. What do we mean by a culture of hospitality? Culture is a word for the 'way of life' of groups of people. Every group and gathering of people has a culture. The interesting thing about culture is that humans are simultaneously shaped by and are also shaping their culture. We are influenced by the culture we exist in and, at the same time, are influencing what that culture looks like to others. Hospitality can be defined as the quality or disposition of receiving and treating guests and strangers in a warm, friendly, generous way. In the New Testament, the Greek word translated "hospitality" literally means "love of strangers."

How does a community of people become known for being warm, friendly, and generous? Through simple, consistently repeated behaviors. This is how Andy Stanley describes it in his book *Visioneering*:

Visioneering (Leaders Book Summary) By Andy Stanley

Chapter 17: Maintaining Your Course

In your pursuit of the various visions God has placed before you, you will be prone to drift. There is a current that is constantly pulling us towards compromise, self-sufficiency, and expediency. Without a clear point of reference, it is easy to justify just about anything.

In order to compensate for the constant tug toward moral and spiritual compromise, you must develop a clear standard of beliefs and behaviors to refer to along the way. Your core beliefs and behaviors serve as moral and ethical guardrails as you pursue your visions to completion.

To keep a vision moving in the right direction, those involved must embrace a mutually agreed upon code of conduct. In his best-selling book *Built to Last*, Jim Collins found that one of the common characteristics of visionary companies was an uncompromising commitment to a set of core values. In visionary companies it is understood that these principles are never to be compromised, even for the sake of financial gain.

Visions, by nature, are exciting in their initial stages. But it takes more than excitement and determination to successfully complete what God has birthed in your heart to do. What could be, and should be, will not be apart from clear moral and behavioral guidelines. Maintaining your vision requires an uncompromising commitment to a set of core beliefs and behaviors. Assembling these is no easy task, which is why so few people take the time to do them.

"Maintaining your vision requires an uncompromising commitment to a set of core beliefs and behaviors."

So, what are the core behaviors Calvary is committed to that will cultivate a culture of hospitality?



Calvary's Core Behaviors of Hospitality

1. We say "hi."
2. We say hi to everyone who comes within ten feet of us.
3. We look for people to say hi to ten minutes before and after service.
4. We ask, "How long have you been coming to Calvary?" after saying hi.
5. We pray on the spot for needs that come up

Why do we say hi?

It's easy! Anyone can say "Hi." Extroverts, introverts, young, old, and everyone in between. Everyone can take this simple and crucial first step of welcoming people.

Who do we say hi to?

Anyone who comes within ten feet of you. This second core behavior is informed by research done by Disney. They found that guests who were not acknowledged when they walked within ten feet of a cast member had an experience (could be conscious or subconscious) of being ignored. This means that the presence of a friendly "hi" is powerfully felt, whether present or absent from the interaction.

When are we intentional about saying hi?

Ten minutes before and after a program or service. Regardless of what ministry you are serving in, it's important to remember: programs are important, but people are more important. Programs and services would not exist without the people gathered in them. Be prepared for the service or program ten minutes before it starts and look for people you don't know after service.

What question should I ask after saying hi?

How long have you been coming to Calvary? As we are saying hi to people, we may meet someone new to us. It is important to note that just because someone is new to you, that doesn't necessarily mean they are new to Calvary. No one wants to say, "Are you new?" and be answered with, "No, we've been coming for ten years." Thankfully, that's an awkward moment we can easily avoid.

By instead asking, "How long have you been coming?" we can gather information without making the other person feel awkward for not being known. This equips us with the knowledge we need to be able to connect with them. Maybe it is their first time with us; now you get to be the person that helps make Calvary home! Or perhaps they have been around a while, and they are just new to you, now you have met someone else that calls Calvary home. Either way, we are helping to build communities of people that love God and love others.

Why Pray on the Spot?

When someone asks you to pray about a need, do you? Are you faithful to remember their request in prayer? Or do you sometimes forget? It can be easy to forget as you move on to other things. It's easy just to say, "I'll be praying about that." when you are in the moment and have the best of intentions. But the need and promise are often forgotten as the hectic pace of life kicks in, and months can pass before it's remembered.



We can avoid this common experience by responding in the conversation with, "Can I pray for you about that?" Taking advantage of the moment to pray can be an encouraging and powerful experience. How awesome would it be to walk into the church lobby and see people being prayed for by others? Additionally, praying in the moment makes a memorable experience for you as well. After praying with them, you will be more likely to remember the person and their request next time you see them.

These core behaviors put us in a position to welcome people into the community wherever we are serving. They prioritize people and the building of relationships. This is the kind of hospitality that we want to be about at Calvary. It flows out of our mission of building Christ-centered communities of people fully devoted to loving God and loving others. To be in community is to be known and to know others. So, would you help us continue to build that culture here at Calvary by cultivating it on the front lines?

Reflection Questions

- Was your experience of Calvary's hospitality influential to you attending regularly? Why or why not?
- Why are the 10 minutes before and after so important?
- What does it look like to be approachable? What verbal/non-verbal cues make others approachable to you?
- Which core behavior comes naturally to you? Why?
- Which core behavior is a struggle for you? What steps can you take to improve?

