

# ASLAN

## Best Practice Guide: Entertainments

This guide is intended to standardise procedures across all teams so that each team is providing a similar service. It can be used as a checklist for team leaders. These guidelines should be read alongside the Clubhouse guidance notes for ASLAN and ASLAN's own 'Do's and Don'ts'.

### Invitations

Invitations are handed out as follows:

- 14 on the Tea Run (Saturday morning one week before)
- 10 at The Passage (Saturday morning one week before)
- 16 at All Souls (Monday morning five days before)
- 8+ (will grow over time) to individual Visiting Scheme members

Point out to guests that they can only come if they have an invitation. This is an absolute rule – we want to create a warm, homely atmosphere, not just another mass feeding exercise (of which there are more than enough already). People who hand out invitations should keep a record of names of people who have been invited and send to the Entertainment Team leader.

### Saturday p.m. (at Clubhouse):

Leaders are to arrive at 5.00 p.m. at the Clubhouse. Ask volunteers to arrive no later than 5.30 p.m. Volunteers to tick off name on Volunteers List when they arrive. On video afternoons, leaders plus one or two volunteers need to arrive earlier (time will vary according to length of film, but approximately 3.00-4.00 p.m.)

Prior to arriving, leaders will need to have bought enough food for approximately 60 guests for the evening meal (47+ guests plus extra portions for 10 to 15 seconds or for volunteers). Also bring tea towels/J cloths, music tapes.

Leaders to put up notices outside of building showing guests where to enter building. Group prayer to take place at 6.15 p.m. Guests to be allowed in from 6.30 p.m. onwards (on video afternoons, people coming to the film need to be let in earlier, then doors re-locked until 6.30 p.m.). Start serving food at 7.15 p.m. Leader to say grace to guests and give out any notices prior to this. Then volunteers to serve out food. Start clearing up at about 9.00 p.m. (8.30 p.m. on video nights). Encourage people to leave by about 9.30 p.m. (9.00 p.m. on video nights).

### Gamblers Anonymous

This community outreach, also has a meeting every Saturday evening, beginning at about 8.30 and ending at about 10.30. They meet in the Day Centre Lounge area, and ASLAN have been asked to minimise any possible annoyance.

An accommodation between ASLAN and GA has been agreed :

- On opening up, the duty ASLAN team leader will draw the screen round the lounge area, and will place the cloth covered screen at an angle from the corner of the wall, where the lounge meets the foyer by the toilet area.
- A notice will be posted on the screen requesting "QUIET PLEASE"

- The double doors by the office area will be locked. Guests needing to use the toilets, will be directed to go through the double doors, by the lift, and then use the narrow corridor beside the lift. AS there is an awkward step at the end of that corridor, a warning notice will be posted, and the door from the landing, will be propped open.
- As we say Grace with our guests, with any other announcements, our guests will be requested to be quiet when going to the toilet, as there is another meeting in progress.

## **Food Ideas**

Social or Video Night - 2 courses. Dinner Night - 3 courses (including a starter).

Food should be plentiful, high in carbohydrate, low in fat and sugar, with fruit and/or vegetables included if possible.

Also buy:

- Vegetarian option for up to 4 people
- Bread and butter to serve with main meal
- Salad (plus dressing) to serve with main meal
- Milk and sugar for tea and coffee
- Top ups of tea and coffee/ soft drinks, if the store in ASLAN cupboard is low
- Newspapers (optional) for guests to read
- Crisps to put in bowls when guests arrive
- A piece of fruit or small chocolate bars to hand out at end of evening

## **Setting up**

After switching on the lights, open the back gate into Greenwell Street. This entrance is used for delivery of food and entry of volunteers and guests. Appropriate signs will be attached to the front door of the Clubhouse, and the gate, to direct people to the back entrance of the Clubhouse.

The water heater at the coffee point is switched "ON".

Switch on air conditioning units and adjust temperature if necessary.

The toilets must be checked, ensuring that they are clean and that sufficient toilet paper is available.

## **Hosting Staff**

### **Before Guests Arrive**

The eating area is prepared for the event. Tables will be in the Community Centre cupboard between the lift and the office. Chairs will be stacked in the dining area. Set up eight round tables (five chairs each) and two rectangular tables (six chairs each). Also set up a rectangular table by the drinks point to serve drinks. The tables in the eating area should be laid with paper tablecloths (if required), cutlery, napkins, condiments and flowers (if required). Two small bowls of crisps should be put on each table.

Beside the hot water point, the drinks area should be set up with tea, coffee, juice and fizzy drinks. Glasses are available for cold drinks and mugs for hot drinks. If these run out there are insulated cups either in the pantry cupboard or in the loft.

## **When Guests Arrive**

Welcome guests as they arrive, and offer them a drink and some crisps.

On video afternoons, encourage guests to finish their drinks swiftly and move upstairs – leaving any unfinished drinks behind. At least one volunteer should remain upstairs, holding the video remote control, throughout the film. The outside door in the dining area should remain locked throughout the film.

For the meal, there should be at least one volunteer host(ess) per table. Hosts should collect the food when it is ready to be served, and give it to the people on their table. Then sit with the guests and chat with them. Pay special attention to anyone who is looking lonely or left out. Keep an eye out for seconds, and then clear the dinner plates away, and put them in the returns hatch. When it is time for pudding, repeat the process.

On social evenings, ask the guests on your table whether they would like to play Scrabble or Draughts or some other game.

## **When Guests Leave**

Encourage guests to leave – be sure to thank them for coming, and wish them well. It may be appropriate to tell them you will pray for and/or investigate a particular problem they have raised with you. Then sweep and mop the floors

## **Kitchen Staff**

All kitchen staff to wash their hands, must be wearing clean clothes and report any illnesses on arrival. It is a legal necessity that activities requiring the handling of food, will have people involved who have Food Safety Certificates.

Club have strict hygiene requirements and all volunteers should refer to the colour coded chart in the kitchen showing the usage of the special detergent concentrates.

## **Before Guests Arrive**

Help prepare food and if requested lay the tables. French bread, rolls or bread and butter will be provided. Some guests prefer bread that is un-buttered so leave a small amount aside.

## **When Guests Arrive**

When the food is ready, summon the hosting staff to serve the meal, and dispense food from the serving hatch. Collect plates from returns hatch at end of main course, rinse excess food from plates, and place in dishwasher. Then serve pudding. Collect plates from returns hatch at end of dessert course, rinse excess food from plates, and place in dishwasher.

## **When Guests Leave**

Put away all plates, glasses and cutlery - make sure all items are in their proper place. Ensure that all ASLAN stores are returned to their boxes and returned to the loft. Clean kitchen and cookers (special attention to the cooker top.) Ensure that the cooker, dishwasher and all fans are turned off. Mop floor last thing.

## **Door Staff**

### **Before Guests Arrive**

Please look out for early arrivals and ask them to wait outside until 6.30 p.m. at the earliest (unless it is raining). Guests cannot be guaranteed food if they arrive after 8.00 p.m.

### **When Guests Arrive**

Check invitations and tick arrivals off on guest list. Introduce new arrivals to one of the hosts/hostesses.

### ***DOORS TO BE KEPT LOCKED BETWEEN ALL ARRIVALS***

One member of the door staff is ALWAYS to be in reach of the door. Female door staff to check ladies toilets every half an hour and male door staff to do the same for the gents.

### **When Guests Leave**

Female door staff to clean basins and floors in ladies toilet. Male door staff to do the same for the gents. Leave everything in a cleaner state than found.

### **Coach Trips**

- Check names (not numbers – NAMES) of all guests and volunteers on the coach before leaving All Souls
- On arrival at venue, ask guests to wait on board whilst you establish entry and toilet arrangements
- Return to coach and announce toilet arrangements (N.B. some guests will need to go immediately)
- Select picnic area and lay out ground sheet with food, have drinks and cups some distance away, manned by one or two volunteers.
- Arrange food in a circle around perimeter of ground sheet, with food stations manned by volunteers, and pass plates round the serving volunteers, starting at one corner of the ground sheet. Ask guests to form a queue at the point where filled plates reach the last volunteer in the circle. The last volunteer hands the filled plate with cutlery and napkin to the first person in the queue, and so on. Seconds are taken round by volunteers. **At no point do guests help themselves or stand around the groundsheet or food**
- After lunch, announce time and arrangements for garden and/or house tours, time and arrangements for tea, and time of departure – warn guests that you cannot wait for them
- You must leave the venue in time to get back to All Souls by 5.30 pm.
- Check names (not numbers – NAMES) of all guests and volunteers on the coach before leaving the venue, and ensure they match the names who left All Souls
- Resist calls to keep stopping to drop people off at various points in outer London on the way back to All Souls

**Last Revised: May 2004**