

BRUMC ROOM IN THE INN

Emergency Information

EMERGENCY

911

RITI COORDINATORS

Tracey Fisher – (704) 545-7987

Daryl Wagner – (704) 962-9065

John Feldman – (704) 953-4792

Johnny Lord – cell (704) 989-0445 (704) 291-3057

URBAN MINISTRY CENTER

945 N. College St.

Charlotte, NC 28206

(704) 347-0278

www.urbanministrycenter.org

CHARLOTTE TRANSIT CENTER

310 East Trade Street

Charlotte, NC

BRUMC ROOM IN THE INN

Service Opportunities

1. Greeters & Clean-up
2. Dinner Cook Team
3. Overnight Innkeepers (includes morning clean-up duties)
4. Breakfast Team (includes morning clean-up duties)
5. Bag Lunch Team
6. Van Drivers AM & PM
7. Set up Bedding

BRUMC ROOM IN THE INN

Coordinators/Innkeeper Check Sheet

THURSDAY

- 4:30pm** Make sure Driver leaves to pick up guests from Center for Urban Ministries
945 N. College St., Charlotte, NC 28206 (ph) 704-347-0278
- 4:00-5:15pm** Make sure church is prepared for arrival of guests.
- 3 tables with 6 chairs each
 - Plastic Tub from cage in back storage area with cups plates, napkins, etc.
 - Make sure salt, pepper & sweetener baskets are out on tables
 - Make sure paper products are on table for buffet service
 - Make sure toiletry baskets and soap dispensers are in men's and women's restrooms.
 - Make sure bedding is set up
 - Make sure lunch is in refrigerator
- 5:45 pm** Guests arrive
- Make sure guests, volunteers and everyone is wearing a **FIRST NAME ONLY** name tag.
- 6:00pm** Dinner
- 7:30pm** Make sure Guest lounge is set up Free Time
- Movie
 - TV
 - Cards, Books and Bibles
 - Snacks and
 - Coffee
 - Water
- 10:00 pm** Prepare for Lights out in sleeping area make sure all cots are set up appropriately in areas designated for men, women and families

FRIDAY

- 4:45am** Unlock door of Family Life Center Building
- 4:45 –5:15am** Make sure Breakfast is being prepared
- 5:00am** Wake up call. Have Guests
- Strip Beds
 - Put sheets and soiled towels in plastic bags/bins
 - Check bathroom for extra towels and put in bags/bins
 - Please do not overload bags as they become difficult for laundry crew to handle
 - stack cots against front wall of sleeping area

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- 5:30am** Breakfast & get lunches out of refrigerator and put on breakfast table for guests
- 6:10am** Depart for Charlotte Transit Center (hand out lunches as they board the van)
303 E. Trade Street, Charlotte, NC 28202
- 6:00-6:45am** Final dining area clean-up. Please check all areas and make sure the church is returned to it's regular condition.

BRUMC ROOM IN THE INN

General Guidelines

Thursday Evening

1. Make sure RIMI Notebook & Zipper bag is in the RITI slot
2. Monday - call volunteers who we have not received auto responses back from email reminder and remind them of their service commitment
3. Unlock lower building for Dinner Chef's to prepare dinner
4. Make sure Education Bldg. doors are unlocked
5. Have someone take the laundry bins and place it in the Education Bldg. hall
6. Make sure tables are set up for dining
7. Place four (4) cots in room 300
8. Place four (4) cots in room 303
9. Place four (4) cots in room 305
10. Place two (2) cots in room 306 for Innkeepers (this is also the guest lounge)
11. Use room 309 in an emergency when rearranging cots based on men and women guests.
12. Make each bed with one fitted sheet, top/flat sheet, blanket, pillow and pillowcase.
13. On the chair beside each bed place one folded blankets, and one folded towel.
14. In the men's and women's restrooms place baskets of toiletries.
15. Make sure PM Driver has RITI bag from RITI slot. He will return it to Innkeeper or slot.
16. Take snacks and bottled water from the "cage" to the RITI lounge, Room 306, in the Education Building. Place snacks on the table in the lounge: water, chips, cookies, etc.
17. Receive list of guests from PM Driver.
18. Check to see how many men, women and families there are to see that the cots are placed correctly.
19. Remind Guests that "Lights Out" is 10:00pm and "Rise and Shine" is 5:00am

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20. Smoking is out back through the side door of the fellowship room and outside the Education Building. When you prepare to go to the Education Building around 7:30pm make sure the lower building door to the smoking area is pulled closed and lock it.
21. Make sure the Inn Keeper has the building keys before you leave. He will be great assistance with anything you need.
22. Call Johnny Lord if you need anything or have any problems or questions.

BRUMC ROOM IN THE INN

SET UP DUTIES

*****Let us know if you plan to eat*****

- Coordinator will have key when you arrive no later than 4:00pm
- Remove cots from outside storage closet next to Heritage Bldg. Side Door and take into Education Building
- Prepare overnight bedding from the outside storage closet.
- Take one set of sheets (top, bottom & pillow case) and one blanket and make bed.
- Place one blanket and one towel on the chair beside each bed.
- Place toiletries in baskets one in women's room and one in men's room
- Do not make up the overnight Innkeepers' beds

BRUMC ROOM IN THE INN

OVERNIGHT INNKEEPERS

- Get Guideline Book and Innkeeper bag out of Mail Slot
- Read through Room in the Inn at the front of the book
- Bring an alarm clock
- Arrive by 6:00pm
- Acquire keys and guest list from coordinators
- Innkeepers should include at least one male.
- Make up your cot and make sure it is in the designated Innkeeper room
- Eat dinner with guests
- Take care of any special needs guests might have
- Ask guests to return used linens, towels and washcloths to designated bin in the morning
- Ask guests to return comforters and blankets folded to hall
- There is a First Aid Kit in the closet in the Heritage Building
- Emergency phone numbers will be in the First Aid Kit and posted in the Heritage Building closet and the outside storage room
- Put Videos back in Cabinet
- Lights out at 10:00pm
- Wake up at 4:30am
- Make sure kitchen and bathrooms are clean
- Spot Vacuum Carpet
- Lock Kitchen, Closet and outside doors.
- Turn in RITI Bag (make sure van keys are there) to office or place in RITI mail slot

BRUMC ROOM IN THE INN

PM DRIVER DUTIES

All drivers must be approved to drive a church van by having a valid NC Drivers License. A copy must be left on file with the church office

1. Arrive at the church no later than 4 pm
2. Pick up RITI van bag from RITI mail slot. Thos will contain van key, gas card, van trip sheet.
3. Place Directions for Urban Ministry in the bag
4. Record beginning mileage
5. Follow other driving instructions
6. Make a name tag (first name only) for yourself before leaving BRUMC
7. Depart Church by 4:15pm (on snowy days leave extra early)
8. Upon arrival at the Center for Urban Ministries pull up to the front door, advise the staff you are from BRUMC, you will be given a list of guests
9. Introduce yourself to passengers/guests. Give general information about the church location and church facilities where they are going. Advise guests that they will be returning to the Charlotte Transit Center by 6:00am
10. Take the guests to the Family Life Center Reception Area to unload. They may line their belongings along the wall in the Fellowship Room. Tell them where the smoking area is just outside the entrance to the building or outside kitchen/dining area.
11. Greeters should welcome them.
12. Return the van to the parking space in the BRUMC parking lot.
13. Put the van bag in the RITI mail slot for the AM driver or give to coordinator. Do not forget to place the keys in the bags.

*****JOIN US FOR DINNER*****

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PM DRIVING INSTRUCTIONS

Directions to Center for Urban Ministries

Center for Urban Ministries
945 North College Street
Charlotte, NC 28206
704-347-0278

Travel time about 15 miles, 45 minutes

Directions:

- Leave BRUMC parking lot, turn RIGHT on 51.
- Go through 2 traffic lights turn right at third light onto Idelwild Rd.
- Continue until you cross Independence Blvd. Go one block and turn right on Monroe Rd.
- Monroe Rd. becomes E. 7th Street after 10-11 miles (at the E. 5th Street Intersection in the Elizabeth community of Charlotte).
- Turn RIGHT onto N. College St. The Center is at the end of the street

BRUMC ROOM IN THE INN

AM DRIVER DUTIES

All drivers must be approved to drive a church van by having a valid NC Drivers License. A copy must be left on file with the church office

- Arrive at church no later than 5:15am. Pick up the van bag from the RITI mail slot. Directions to the Urban Ministries Center, The Charlotte Transit Center and a van trip sheet are found in the bag. Record beginning mileage and follow other instructions
- Load guests into van
- Give each guest a bag lunch from the RITI cooler
- Take our guests to the Charlotte Transit Center at 310 E. Trade Street Uptown. Many of them wish to catch a bus. The urban Ministries does not open until 8:30am
- Return the van to church
- Leave the RITI bag in the mail slot. Don't forget to place the keys in the bag

BRUMC ROOM IN THE INN

AM DRIVING INSTRUCTIONS

To Charlotte Transit Center

- Leave church parking lot and take a right on 51
- Go through 2 traffic lights. At third light turn right onto Idlewild Road.
- Continue until you cross Independence Blvd. Go one block and turn right on Monroe Road.
- Monroe turns into 7th St. as you near uptown Charlotte.
- Approximately 11 miles after you leave the church you will turn left onto Davidson St. (You will pass under 277 and McDowell Street).
- Go 3 blocks and turn right onto 4th Street. The Charlotte Transit Center will be on your right about a block away.
- Drop off your passengers just after the entrance (You can park near the curb on the right).

RETURNING TO BRUMC

Continue on 4th St. to College St. (1st stop light) and make a right. Go to 7th St. and make a right. 7th St. becomes Monroe Rd. When you reach Idlewild Rd. turn left on Idlewild and proceed until you reach Hwy. 51. Turn left and take 51 to BRUMC.

BRUMC ROOM IN THE INN GENERAL GUIDELINES

LUNCH CREW

Make:

- Two sandwiches each (usually meat)
- One Can Drink or Juice
- Chips
- Cookies (or something sweet)

Place sandwiches in zipper sandwich bags, then all lunch components in a plastic grocery bag with handles. Keep sandwiches refrigerated. Bring and place in refrigerator no later than Thursday afternoon

BRUMC ROOM IN THE INN GENERAL GUIDELINES

DINNER TEAM DUTIES

- Arrive early enough to have food for 20 people ready to serve at 6:00pm (Entrée, vegetable, Salad, Beverage & Dessert)
- Put tablecloths and condiments on table
- Place pitchers of ice water, coffee, tea or other beverage on beverage table.
- Place Bowl of ice and ice scoop (cup) on beverage table
- Place hot and cold cups on beverage table
- Set up buffet table for guests to serve themselves dinner
- Once everyone is served join the group for dinner (it is awkward to the guests for the servers to stand off to the side and watch them eat. BREAK BREAD WITH THEM!)
- Allow guests to have seconds as amounts of food permits

BRUMC ROOM IN THE INN GENERAL GUIDELINES

Greeters and After Dinner Clean-up

- Arrive at the church at 5:30pm
- Welcome our guests as they arrive
- Invite them in and let them know they will be able to line their belongings along the wall in the Fellowship Room
- Eat dinner with them.
- After dinner clear tables and empty garbage.
- Wipe down tables and kitchen area with Clorox wipes or spray
- Any dirty kitchen towels need to be laundered at home and returned to the church.

BRUMC ROOM IN THE INN GENERAL GUIDELINES

BREAKFAST CREW

- Knock on Education Building Door to have Innkeepers let you in the Family Life Center Kitchen
- Have breakfast ready at 5:15am, because the van leaves at 6:10am
- Plan for 12 guests and 4 or 5 volunteers (total 17 people)
- Make a HOT breakfast. Bring Juice. Breakfast Casseroles are easy and always a favorite.
- Put Coffee and Juice on Beverage Table
- Serve on paper or plastic plates. These will be in a bin in the kitchen marked RITI
- Allow guests to have seconds if available but no “to go” boxes please
- Guests are not allowed in kitchen or storage areas
- Clean and spray tables and counters with sanitizer or Clorox Wipes
- All trash emptied and taken to dumpster
- Replace trash bags, take soiled towels home, launder and return to church