



7. Hospitality

Over and over, we hear people talk about the power of the meal packing experience. Volunteers who come to a MobilePack event become part of something greater and bless children and communities all over the world. As the Hospitality Team, you can help the volunteers gain a broader understanding of how they are turning hunger into hope with their own two hands.

Welcome volunteers

You should have a team of three or four people in place to help manage the flow of volunteers as they arrive for their packing shift. These people will be responsible for ensuring that all volunteers are welcomed appropriately and adhere to FMSC's food safety and quality practices. They should be at the check-in station approximately 30 minutes prior to each shift's start time so they are available for early-comers or to receive training.

Your welcome volunteers can join in and pack meals after everyone is checked in and orientation is underway. However, it is helpful to have one person remain at the check-in table(s) to assist late-comers. You can have check-in volunteers sign up for the entire event or even just the shift they plan to pack meals at, knowing they will enter orientation late.

- » Consider having water available to volunteers as they wait for their shift to begin and as they leave.
- » If restrooms are not easily located, create small posters directing people to them.

QUICK TIP

Print the **Food safety and quality practices** and keep at all check-in stations for your Hospitality volunteers to reference easily.

Food safety and quality practices

As volunteers arrive for their packing shift, please ensure volunteers adhere to the following guidelines. These notices are also given during orientation and the "Table Talk" video.

HAIRNET POLICY

- » All volunteers must wear a hairnet in the packing room. They should collect their hairnets at the time of check-in. If orientation is in the same room as packing, they must put their hairnets on immediately. If orientation is in a separate space, they can put their hairnets on at the end of orientation. An FMSC staff person will announce this during orientation.
- » Hairnets must be worn by those with no hair as well. They are just as important to prevent skin particles from coming into contact with the food as loose hairs.

FOOD AND BEVERAGE POLICY

- » Absolutely no food or beverages are allowed in the packing room. Volunteers can leave them in the orientation area, finish them or throw them away.
- » Gum must be spit out before entering the packing room.

JEWELRY POLICY

- » Volunteers must remove all jewelry (besides wedding rings and emergency medical bracelets) before entering the packing room.
- » This includes necklaces, bracelets, watches, earrings, rings, etc.
- » If a volunteer cannot remove a ring or does not want to remove it, they will be required to wear a glove.
- » Earrings and necklaces cannot just be tucked inside the hairnet or clothing, they must be removed.
- » FMSC will provide small re-sealable plastic bags for volunteers to place jewelry in, if needed.
- » Loose jewelry should not be just put in a pocket – it can still fall out easily. If possible, volunteers should put their jewelry in their car or in their purses and bags.
- » This policy exists to protect children eating FMSC meals from accidentally ingesting tiny objects such as stones, wires, screws, beads, etc.

PERSONAL BELONGINGS

- » If the packing location does not have a coat rack, we recommend volunteers leave their coats in the orientation area.
- » Purses and bags can be brought into the packing room and placed underneath each packing station.

Explain FMSC meal distribution

Food packing volunteers will often ask how the meals they packed get from Point A: the pallet in the corner of your room – to Point B: the mouths of hungry children. As the packed food is readied to ship, take the opportunity to share more about the journey FMSC MannaPack™ meals take.

1. An organization applies to be an “approved partner” with FMSC.
2. Upon approval, FMSC ships one container of meals to that new partner. If that container is delivered successfully, more shipments can be scheduled. FMSC allocates food one year at a time to approved partners in more than 50 countries.

(Get a list of distribution partners: fmsc.org/distribution-partners)

3. After leaving your MobilePack site, the food you’ve just packed is usually returned to an FMSC warehouse where it will be loaded onto a shipping container. The meals then travel by truck, train and ship to the partner’s country.
4. Once in the country, the food is cleared by customs and takes another ride (usually by a local trucking company) to the partner’s storage facility. On average, the trip from FMSC to the mission partner’s site takes anywhere from two weeks to two months, depending on where in the world it’s going.
5. Then, an individual, church or other group picks up the food and delivers by truck, car, mule, bike and often even by foot to schools, orphanages, hospitals and homes.

The journey each FMSC meal takes to reach the mouth of a hungry child requires many hands, including those of your MobilePack volunteers, and the guidance of the Holy Spirit. We believe He moves volunteers and donors to give time and money and then allows the delivery of meals, sometimes into dangerous territories, by our partners. Thank volunteers for taking part in this incredible journey!

Serve rice samples

If you have the space, tools and a team to help, serving samples of MannaPack meals after the packing shift is completed is a great way for volunteers to better grasp the impact they're having on hungry children across the world. It will also answer the often-asked question, "What does it taste like?"

If you'd like to offer rice samples, FMSC will bring sample bags of food so that everything you pack at your event can be shipped. Let your Logistics Team know at least four weeks prior to the event so they can indicate on the Logistics Questionnaire that sample bags will be needed.

YOU'LL NEED:

- » One to two people to cook and serve samples
- » Rice cooker
- » Hot water
- » Large stirring spoons
- » Small sample dishes (single use)
- » Small sample spoons (single use)

USING A RICE COOKER

1. Check the rice cooker's instructions. It should take about a half hour to cook one bag of food. (NOTE: a slow cooker/crock pot can also be used, but cooking time increases to two hours. Start cooking at the beginning of the packing shift and start with boiling water.) Plan accordingly so the rice is fully cooked at the end of the packing shift.
2. Add six cups of water per bag.
3. Cook according to rice cooker's cooking time, usually about 20-30 minutes.

Scoop out tablespoon-sized samples with spoons and serve them after the FMSC staff member has finished the closing talk and prayer over the meals.

As volunteers conclude their packing shift, thank them for their help and time! Encourage them to share about their experience on FMSC's Facebook page (facebook.com/feedmystarvingchildren).

QUICK TIPS

Food safety and quality: Ensure all work surfaces and utensils are cleaned before use. Wash hands prior to preparing the food samples.

One bag usually provides enough for 60 volunteers (three stations) to receive a small sample (about a tablespoon).

FMSC team members usually take meal breaks one at a time during packing shifts, so meals that don't require everyone to sit down and eat together work best.

Optional hospitality for FMSC staff

In most cases, the FMSC team will be staying at a hotel nearby or driving from home each day and staying on-site for the duration of your event. This means they'll likely eat breakfast before arriving at your event, but consider offering meals and snacks to both your core volunteer team and FMSC staff.

This is not a requirement, but it's an excellent way for your MobilePack Host committee to connect personally with our staff at meal times and build relationships through one-on-one conversations. During this time our staff can learn more about the local community and your vision and passion for the event, and it's a great chance for you to learn more about FMSC, our mission and our amazing staff members.

IDEAS:

- » Contact local restaurants/supermarkets to ask if they're willing to donate meals. This may also encourage them to participate in your event in other ways such as sponsorship or volunteering!
- » Ask a variety of people on your planning teams to each provide a meal, so that no one is covering it all.
- » If you have kitchen facilities available, frozen or take-and-bake pizzas or casseroles are a great way to feed people without a big expense.
- » Fruit, veggies and sandwich trays are an easy meal to provide in a pinch.