

Guest Relations Sub-Committee Meeting
July 17th, 2013

Present at this meeting: Mark Barninger, Patrick Carl, Charles Bomgardner, Nate and Gabby Brosius, and Rick Lockhart

Objectives for this meeting are twofold: #1 to make suggestions/assessment of the current Guest Services of Pinebrook and #2 to agree upon a purpose statement of the Guest Relations Sub-Committee to use going forward.

Some Suggestions/Assessments made at the meeting were:

- 1st things noticed coming on the grounds has drastically improved; wood has been moved, the banner, etc. People notice the change to the “cleaning up” of the grounds
- Presentation has to be a professional, clean, productive environment
- Snack Shop upgrade
- Staff shirts a plus
- Food a plus
- Cleaner more open room accommodations a plus
- Registration a plus
- Maintenance side; the storm took care of most of the newness;
- Maintenance should be low key when fixing or addressing issues not a “look at me” approach
- Coffee is good in the café
- Staff in guest relations building has been a plus due to the bonding of the guest teens with staff; they also have been respectful of guests who are trying to use this area, vacating when necessary
- Piano needs tuned and also the heater needs plugged in and routine maintenance needs addressed
- Cups and Soap in all the rooms was a plus
- Pinecone Chronicle is a good thing
- More structured approach to Host Pastoring needs to occur; build a model and mentor all of them

Purpose Statement:

To present a safe, clean, and inviting Christian atmosphere that enhances the spiritual and physical refreshment of the Guest of Pinebrook Bible Conference.