

FIELD WORKER HANDBOOK

GUESTHOUSE HOST SUPPLEMENT

Box 975 Stn Main
Kamloops, BC V2C 6H1
teams@impactministries.ca
www.impactministries.ca
[\(250\) 434-4350](tel:2504344350)



© Impact Ministries 2011 (4)
No part of this publication may be reproduced in any form without written permission of
Impact Ministries, Box 975, Stn Main, Kamloops, BC V2C 6H1
Last Revised: Oct 2, 2011

Introduction

Thank you so much for being willing to serve as Guesthouse Hosts for North American teams. Your job is an important one, as it gives the team a sense of well-being and stability when otherwise they may be out of their comfort zone. You also play a role in the overall safety and health of a team which enables them to be the most effective possible in their work and children's ministry.

Guesthouse Host Job Description

As Guesthouse Hosts, your job is to look after the team while they are in the guesthouse. The following is a list of some of the activities that will involve.

When teams arrive

Allocate rooms and give general directions as to water, washrooms, etc. Baggage usually arrives earlier and needs to be placed either in the courtyard area if it is not raining or in the hallway of the lower level.

Team Orientation

As the guesthouse host, it is your responsibility to share in the team orientation the night they arrive. This will help establish the safe and effective use of the facility for the team's time in Tactic. Details of this orientation follow this section.

Meals

Breakfast: purchase groceries, prepare and serve. Provide juice and coffee/tea.

Lunch: purchase buns, prepare fruit. Provide juice and coffee/tea. Pick up prepared meal from the Peters' home and serve. Supervise the team clean-up, and return clean pots and leftover food to the Peters' home as soon as possible.

Supper: purchase/prepare buns and pastries. Provide juice and coffee/tea. Pick up prepared meal from the Peters' home and serve. Supervise the team clean-up, and return clean pots and leftover food to the Peters' home as soon as possible.

Water

The Guesthouse has its own water purification system. Be sure there is an adequate water supply at all times. Water bottles will need to be disinfected every 12-14 days. Mark the date on the bottle so you can keep track.

Cleaning

Hermana Alicia cleans the guesthouse bedrooms, bathrooms and general living areas. On days when she isn't there, garbage cans need to be emptied, bathrooms cleaned and floors swept and mopped as needed. Purchase all paper supplies and cleaning supplies as needed. Garbage needs to be set out on collection days (usually Monday and Fridays).

Petty Cash

You will be provided with a float for Guest House supplies and Breakfast/Food supplies. Details of how this works are given below.

Coffee/Craft Sales

Display items and record individual sales on the computer spread sheet provided. Craft items can be restocked from stock available at the Peters'.

Passports

Collect when team arrives (keep in a safe place) and return to the team when leaving.

General Maintenance

Whatever ongoing maintenance in the guesthouse is needed. As it is a rental, anything that requires a significant purchase should first be approved by Les.

Donated Items

Assist team with sorting items they need to keep (children's ministry, sponsorship visits, hospital visitation) and the items that are to be given away. The "give away" items will be picked up taken to a warehouse where they will be sorted for distribution.

Market Activity

Organize this activity. More details for this activity are below.

Child Sponsorship

Promote sponsorship and keep profiles on the bulletin board. Ruth is in charge of this area, so if you are running low of profiles, call her. Also, if team members want to sponsor a child, you need to collect all their contact information and forward this to Ruth. It is good to spend time promoting this with the team, prior to their home visits, so new sponsors can see the home of their child on that day.

Keys

Keys are distributed to team leaders as necessary. Keys for all doors to be kept in the guest house in case needed. When teams leave, keys need to be collected.

Security

Ensure doors and gates are closed and locked at appropriate times. Check all areas at 11:00 p.m. (earlier if team has retired to bed), making sure proper doors and front gate are locked. Check that lights are turned out on the top of the roof area.

When teams leave

Collect all soiled bedding and begin washing items. Beds will need to be remade and readied for the next group. Any dirty clothing needs to be washed and all items left behind by the team will be picked up and taken to the storage area. Call Rita when they are ready to go. Alicia (cleaning lady) helps with this but it is a huge job and often another team arrives in only a few days. Groceries also need to be restocked at this time.

Cell Phones

As guesthouse host, you will be given a cell phone to use. There are a number of cell phone carriers in Guatemala, but all our phones are either Tigo or Claro. You don't actually buy minutes in Guatemala, you buy quetzal. Also, there are triple days for both Tigo and Claro. It is best to purchase time on these days (pay Q100 but get Q300); however, try very hard to use your phone as little as possible on a triple day and certainly don't make any long distance calls, as you will be charged triple as well.

Checking Quetzal on a phone: To check the amount of quetzal on a Tigo phone, dial *256. You will hear a recording that indicates how much quetzal the phone has. For Claro, you dial *5 to get the recording.

Buying Quetzal on a phone: Try to buy on a triple day. There are two ways to buy time: “recarga” or “tarjeta;” recharge or card. If you buy a recharge, you simply give the vendor the phone number you want to have time put on and how much you are buying. You will get a text message almost instantly, saying time was added to your phone. If you buy a phone card, you will need to scratch the back to reveal the number and then dial the number on the back of the card and enter the number.

Shopping

Shopping for items for teams is fairly straightforward. You will buy some items from the market and others from the Despensa (our grocery store). Generally speaking, the prices at the Despensa are the same or lower than the bigger stores in Coban or the capital, so it doesn't really pay to buy in bulk in Guatemala. It is better to buy fruit from the market as it is fresher and usually cheaper. There is a market everyday, but Thursdays and Sundays are the big market days where you will get the best prices and biggest variety. At the end of this package there is a shopping list you can use to help you keep track of items you need in the guesthouse.

Market Activity

This activity is designed to give a team a glimpse of what it is like trying to get around in another culture. It is structured as a competition between groups and is meant to be fun. There are two versions of this activity attached at the back of the package. These can be removed and photocopied for groups.

Have the team leader divide the group into teams of 4 (3 at the least and at the most 5). Give each team a copy of the activity and Q100 (from your food petty cash). They also need a pen, watch and camera, which they can provide. Go over the rules with the group and then walk them to the central square. Synchronize your watches and set a time limit (generally 1 – 1 ½ hours is sufficient). Groups need to meet back at the guesthouse and are penalized if late. Have prizes on hand for the winning team.

Keep the fruit purchased at the guesthouse and send the rest to the Peters' for Carmela to use. Submit the market activity sheets with totals spent on your food petty cash.

Team Orientation - In the Guesthouse

1. Curfew & Security
 - 10pm quiet time; 11pm lights out/all gates and doors locked
 - Don't use the front door of the single level house for security
2. Shared facility
 - There are more people than just the team living in the guest housing, many of whom have a very early schedule (5am) and go to bed early (9pm). The group should be sensitive to this and abide by the curfew and other guidelines established for them.
3. Health
 - Don't drink the water from the tap or use it to brush teeth
 - Don't pet the animals running around

- Wash your hands regularly and thoroughly
 - Team health issues
 - If a team member is unwell and unable to join in team activity, it is the team leader's responsibility to leave a chaperone behind to care for the team member if they are a minor.
4. Living in Guest House
- Leave shoes on inside
 - Wipe off on a towel, but only remove if muddy and then place somewhere other than the front door area.
 - Be sure to turn off lights when not in a room; electricity is very expensive in Guatemala.
 - Don't flush the toilet paper
 - Showers
 - Widow makers
 - Don't take bedding outside
 - Respect privacy
 - No guys in girls rooms or vice versa
 - In communal living spaces, always be fully clothed
 - Meals
 - Eat what you put on your plate – don't throw food away
 - Tienda visits – maximum once a day to two tiendas close to guest house
 - Food in the fridge
 - Don't eat any of the food in the fridge unless it is set out for a meal
 - Breakfast
 - Prepared/set out by hosts
 - Cereal & milk, juice, coffee, tea, fruit, yogurt, toast/buns
 - Cleaned up by the team
 - Lunch & Supper
 - Prepared by Carmela
 - Except juice, coffee, tea
 - Set out and cleaned up by the team
 - Washing dishes
 - Create dish washing/drying teams of 4-6 people
 - Wash in the sink and rinse in a diluted bleach solution
 - Dry directly after the bleach water rinse
 - Put dishes away
 - On the roof
 - Not allowed on the "red roof"
 - Allowed on the 1st floor roof, but stay away from street edge
 - Allowed on the covered 2nd floor roof

How to Wash Dishes

As guesthouse hosts, it will be your responsibility to instruct the team in dish washing. This can play a vital role in a team's health, so it is an important task. It works great if the team leader establishes dishwashing teams of 4 - 6 (1 dishwasher; 1 pot washer; 1 rinser; 2 dryers; 1 person to put them away). These washing teams can then rotate throughout their time at the guesthouse. The following is a step by step list of instructions to follow:

- Have the three blue tubs out for team members to place their empty dirty dishes into: one for plates/bowls, one for cups, one for cutlery.
- Ask team members to scrape all plates into the trash and to dump extra juice/water/tea/coffee, down the kitchen sink before putting dirty dishes into blue tubs.
- Prepare the rinse water by filling a large tub with water 3/4s full and then adding about 1/8 cup bleach. The bleach will kill any unwanted bacteria in the water. Place this tub on the counter to the left of the sink.
- Wash the large pots in the pila. Simply fill the left, deep side with fresh water and wash/rinse in the shallow section. Use the plastic bowl to scoop water over to the washing/rinsing side.
- Wash all other dishes in the sink.
- Rinse all dishes in the bleach solution and dry. Do not rinse the bleach solution off – that would defeat the purpose.
- When all dishes are washed, rinse out the dirty dish tubs, empty the bleach solution down the drain and you are ready for the next meal!

Petty Cash

Impact Ministries will provide you with petty cash to cover the expenses associated with your job. Vivi, in the Impact Office at the Peters' home, is in charge of petty cash. You track your spending, electronically, on a spreadsheet (this will be emailed to you from Vivi) and at the end of each team, print off the spreadsheet and submit it along with your receipts and Vivi will write you a cheque so that you are back up to your total petty cash. Cheques are cashed at the BAM bank and you need your passport.

Food Petty Cash: You will be given Q2000 to use for food items for the guesthouse. Paper and cleaning products **are not to be included** in this petty cash spreadsheet. When you purchase items at the market, you will not be given a receipt, but wherever possible retain the receipt and attach it to the petty cash when seeking reimbursement.

General Petty Cash: You will also be given Q1000 to use for paper and cleaning products, fuel for the vehicle, and other costs associated with the guesthouse maintenance.

Shopping List for Guest House

Food Item	Quantity Existing	Quantity Needed
Cereal – Corn Flakes		
Cereal – Frosted Flakes		
Cereal – Choco Flakes		
Cereal – Granola		
Margarine		
Jam – Strawberry		
Jam – Pineapple		
Milk		
100% Fruit Juice (breakfast)		
Powder Juices (lunch/supper)		
Yogurt		
Coffee (in guest house or Peters’ house)		
Tea		
Powder Creamer		
Sugar		
Bread – toast		
Buns (lunch/supper)		
Fruit		
Salt		
Pepper		
Household Item	Quantity Existing	Quantity Needed
Toilet Paper		
Paper Towel		
Napkins		
Dish Soap		
Bleach		
Scrub pads		
Hand soap		
Garbage bags – small		
Garbage bags – large		
Laundry Soap		

COMMUNITY ACTIVITY – VERSION A

Team Name _____

RULES:

1. Beside each item print the name of the person who did the buying and the amount of the purchase. Your team has a point subtracted when one team member makes more purchases than the other team members (i.e. if one team member only buys one item, and another buys 4...your team score will be reduced by 2 points) the goal is to have all team members making an equal number of purchases.
2. Team **MUST** stay together.
3. One point off for every minute late
4. You receive an extra point if you get the largest of the following items marked with a *
5. You get 5 pts if your team spends the least.
6. You get 5 pts if your money balances.

ITEMS TO PURCHASE: (each are worth one point)

	TEAM MEMBER	COST
Un wiskil *		
Una piña *		
Un melon*		
Una sandia *		
Cuatro bananos		
Cinco duraznos		
Dos onzas de canela		
Dos limones		
Una libra de cebolla		
Un pepino		
Un chile pimienta dulce		
Una libra de frijol negro (free hole nay-gro)		
Un apio		

Activities that need a photo of someone from your team...

1. ...in front of the Post Office – 5 pts
2. ...with a Piñata (give the person a Q5 tip) -5 pts
3. ... getting a haircut -15 pts (don't forget to pay them)
4. ...eating fresh tortillas off the grill – 5 pts (don't forget to pay for them)
5. ...singing your national anthem on a bridge – 5 pts
6. ...up a tree holding a can/bottle of Tiki – 10 pts
7. ...getting a shoe shine – 5 pts
8.with Winnie the Poo – 5 pts (give them a Q5 tip)
9. ...buying 4 nails that are 2 inches long – 5 pts
10. ...in front of the police station – 5 pts (bonus of 5 pts if a policeman is with you)
11. ...holding a live chicken – 5 pts (give a Q5 tip)
12. ...with a real pig's head (dead or alive) – 5 pts

Team Name	Cash Spent	Cash Returned	Total Points
-----------	------------	---------------	--------------

--	--	--	--

COMMUNITY ACTIVITY: VERSION B

Team Members: _____

RULES

1. Teams should have between 4 and 6 people.
2. Each team needs a camera, pen, watch and the instruction sheet.
3. Team **MUST** stay together.
4. Beside each item print the name of the person who did the buying or the activity and the amount spent.
5. Items purchased and activities must be equally distributed amongst your team members or you will be deducted 5 points per group below (odd numbers will make this a bit difficult, but do your best).
6. One point off for every minute late.
7. You receive 2 extra points if you get the largest of the items marked with an *.
8. You get 5 pts if your money balances (Amount given – amount spent = balance turned in).
9. Photo items must be a team member completing the activity and in the photo.

Cash Spent	Cash Returned	Points from Activities	Bonus for Balanced Cash	Total Points

Group One:

Item/Activity	Team Member	Cost	Points
Purchase:			
un wiskil *			/6
una piña *			/6
dos onzas de canela			/4
Activity: (with photo evidence)			
Standing in front of the post office			/5
Eating fresh tortillas off the grill (don't forget to pay for them)			/5
Standing beside a real pig's head (alive or dead)			/5
Bonus for completing all of Group One			/5
Total Points			/36

Group Two:

Item/Activity	Team Member	Cost	Points
Purchase:			
Una libra de cebolla			/4
Un pepino			/4
Una papaya			/4
Activity: (with photo evidence)			
Singing your national anthem on a bridge (video)			/5
Standing beside a piñata			/5
Holding a live chicken			/5
Bonus for completing all of Group One			/5
Total Points			/32

Group Three:

Item/Activity	Team Member	Cost	Points
Purchase:			
Una libra de frijol negro			/4
Un chile pimienta dulce			/4
Una libra de fresas			/4
Activity: (with photo evidence)			
Getting a haircut (don't forget to pay)			/10
Getting a shoe shine (don't forget to pay)			/5
Standing in front of the police station with an officer			/5
Bonus for completing all of Group One			/5
Total Points			/37

