

## Hospitality Code

- 1. It's nice to hear your name,**  
so learn the names of our guests.
- 2. Labeling people creates invisible barriers.**  
Remember that guests are guests, not “the homeless.”  
Labeling – whether spoken, or printed on a posted sign, creates division and can foster an “us” and “them” syndrome.
- 3. Personal questions can be tough to answer,** so don't put guests' situations.  
If guests need to talk, give them the chance, but don't pry.
- 4. Never assume that a guest can't hear you.**  
Do not discuss guests' situations with other people. Respect their privacy.
- 5. Everyone can use a little privacy.**  
Our houses of worship become temporary homes for our guests. Knock before entering the guest's room.
- 6. Sometimes we need to spend time alone.**  
Respect guests' needs for quiet times alone or with family.
- 7. We all have bad days.**  
Depression, sadness, and hopelessness may come. Allow guests the space to deal with their emotions. Be prepared to forgive outbursts without judging guests ungrateful.
- 8. We understand and care for our children.**  
Allow guests to do the same. Avoid contradicting guests' instructions to their children. Always ask parents' permission before giving things to children.
- 9. Parents need a break.**  
Offer to tutor, play with, and plan activities for interested children while their parents take a break.
- 10. Adult guests should be treated like adults.**  
Although our guests are in situations that may make them temporarily dependent on others, remember that they are adults who are capable of making their own decisions.