

CORNERSTONE 2018 RESOURCE

Hospitality for Staff and Camper Success *Elective 2*

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SUMMARY:	We all remember being new to camp. Even if everyone in our cabin was new, there was a sense that you were entering into someone else's world. In this session we will talk about good (and bad) hospitality, why it's critical to camper and staff success, and why we never talk about the ways we welcome the stranger. - <i>Submitted by Adam Allenberg</i>
TOPIC(S):	Hospitality, Welcoming, <i>Hachnasat Orchim</i> , healthy camp culture, staff and camper retention
LEARNING OBJECTIVE:	At the end of this session, participants will be able to: <ul style="list-style-type: none"> • Identify three bad habits that camps commit when new people arrive. • Describe three good habits as ways to behave when new people arrive at camp, whether temporarily or permanently.
AUDIENCE:	These skills can be taught to groups small and large, and should be taught as early as middle school. It can be used with CITs and administrative staff as well.
TIMING:	There are several modules in this 90-minute session that can be singled out and used by themselves. They do not require one another in order for the habits to be critiqued and created.
APPENDICES:	None.
MATERIALS NEEDED:	<ul style="list-style-type: none"> • Copies of this program for all participants. • 3-4 sticky flip pad pieces of paper • 4 markers (to write on paper, name tags) • Self-adhesive name tags • 4 black Sharpies • 1-2 tables set for Shabbat <ul style="list-style-type: none"> ○ Candles and matches ○ Kiddush cup ○ Grape juice ○ Hand washing ○ 2 <i>challot</i> (challahs) ○ Salt (a single shaker of table salt) ○ Honey (a small bowl is plenty) ○ Plates, cups and napkins for all participants ○ Copies for all participants of Shabbat blessings (<i>candles, kiddush, ha-motzi, birkat ha-mazon</i>) (from camp songbooks?)

SET-UP DETAILS:

It would be ideal to have a room near or adjacent to the *chadar ochel*. I'd like to run part of this session in the *chadar ochel* itself, at a table "set for Shabbat".

The first activity—Be Interested, Not Interesting—can be done anywhere. The second should either be done in the dining hall, or in a room where a table or two can be set like Shabbat dinner would be set up.

SESSION TIMELINE & OUTLINE:

0:00 Welcome! – Sing *Heveinu Shalom Aleichem* Get them to dance and swing together.

0:02 – Introductions – Let's take a moment to introduce ourselves to the few people around us quickly. We'll make time for more of this later, so we don't have to meet everyone at once.

0:08 – What we're here for...

- To make our camp communities stronger by welcoming all warmly and consistently.
- Strengthening our campers and staff members connections to camp and to each other.
- Fostering a standard of hospitality and welcoming for our campers and staff, that they will carry with them into the world

0:15-0:35 Be Interested, Not Interesting

1. The purpose of this exercise is to teach us how to ask better questions and how to be better listeners. Welcoming others means learning to hear their stories. Often we invite others into conversation only to overwhelm them with our own stories. At camp, in order for people who are new to camp to feel part of camp's story is to be invited to tell their own. This exercise tries to break the habit of responding to someone's answer by talking about yourself.
 - The group is assembled in two concentric circles facing one another; the inside circle facing out, the outside circle facing in. Each participant should align with someone else, making an even number of people in each circle.
 - Once a pair has found each other, they should sit facing the other.
 - Each pair will have three minutes for the person on the inside circle to ask questions of the other about him/herself. The one asking questions cannot share stories about him/herself. The goal here is to be INTERESTED in the other person, and not try to make yourself seem INTERESTING. Be interested, not interesting.
 - After 3 minutes, inside circle moves two people to the right. The person on the inside, again, asks questions of the other without allowing her/himself to share or be lured into sharing.
 - After another 3 minutes the outside circle will rotate to the right three people. Now the roles are reversed. The outside person asks questions of the person in the inner circle.
 - After 3 more minutes the inside circle again rotates to the right two people. The outside person again asks questions of the person in the inner circle.
- Debrief:
 - What was it like to only ask questions?
 - What was it like to only answer questions?
 - What was hard about what you just did? What was easy about it?
 - Having done this activity, what would you do differently when meeting a new person at camp?

0:35 Role Playing: First Shabbat of the Summer!

There is no faster way to feel welcomed and to feel forgotten, than to be included or excluded from the traditions of Shabbat at camp. Every camp has them. They are different at each. Not to mention, many camps make this a time for siblings to reunite, CIT groups to dine together and best friends, across cabin and gender boundaries, align.

Let's do a little role play, to see explore each person's role in welcoming newcomers. After all, the goal is not to welcome them once, but to do so permanently.

Name tags, with short biographies written on the back of each, are distributed to members of the group as they are invited to the *chadar ochel* (dining hall):

- *Directors*
- *Unit Head*
- *Counselor*
- *Camper*
- *Staff (Kitchen, Maintenance, Office)*

Some examples:

- *Sivan – 10th grade counselor and art specialist, Israeli, first year on staff; is nervous about being in a religious camp for the first time*
- *Rebecca S. – 10th grade counselor, 9th year at camp (camper for 6 years), is still feeling upset about a staff meeting earlier in the day*
- *Becca C.-D. – 10th grade counselor, 2nd year at camp, as a staff person; feels energized about camp Shabbat and is eager to share it with new campers*
- *Mitch – 10th grade unit head and bunk counselor, 12th summer at camp; most excited about the challah and making sure every camper gets challah, and dips it in salt or honey*
- *Jeremy – 10th grade counselor and drama specialist, 13th summer at camp; most excited about the napping, quick to encourage everyone to enjoy themselves*
- *Maury – 10th grade counselor, 3rd summer at camp, wants everyone to know the blessings*
- *Zach – Songleader, attached to 10th grade unit, 14th year at camp, wants everyone to know the words to all camp songs*
- *Eitan – 10th grade triplet, grew up at camp, child of camp director, is missing his girlfriend who doesn't come until second session*
- *Josh – 10th grade camper, 1st summer at Jewish summer camp, but 7th summer at camp, excited for the 3-day overnight as his former camp was "more outdoors-y", not sure what to expect of Shabbat*
- *Greg – 10th grade camper, 5th year, family from Ukraine but born in Miami, cousins with Alex*
- *Alex – 10th grade camper, 1st year at camp, born in Ukraine but moved to Miami at age 8, cousins with Greg*
- *Sophia – 10th grade triplet, grew up at camp, child of camp director, feeling left out by camp friends*
- *Tamar – 10th grade triplet, grew up at camp, child of camp director, eager to make all the new people feel the Shabbat spirit*

0:45 Shabbat Dinner With new identities you enter the *Chadar Ochel* for Shabbat and take your seats at the tables.

1. Director welcomes and offers Shabbat Shalom greeting.
2. Invites counselors to lead Shabbat blessings.
3. Candles
4. Kiddush
5. Hand washing
6. Ha-Motzi

0:52 BREAK

0:55 Debrief: Specifics:

1. Did the Director welcome guests?
2. Was explanation given to rituals? Shabbat rituals?
3. Was attention given to reading the words of the blessings?
4. Who was invited to light candles? Were they introduced?
5. Who was invited to participate in *kiddush*? Were they introduced?
6. Was there hand washing? Did it just happen? Were guests and new folks invited?
7. Were guests included in “touching the challah”? Did they receive any?
8. THINK: What else would normally happen next at your camp? If someone was new, would they know what to do next?

1:05 Debrief: Broad areas of risk for sending unwelcoming signals to guests and new members of your community:

- Before the meal:
 - Shabbat walk
 - Shabbat attire
 - Shabbat evening schedule
- Eating Dinner:
 - Do people have someone to sit with?
 - Is it open seating? If so, do your guests know that? Is anyone making sure they have a seat? What about new staff?
 - Are the “things to know” being shared with guests and new people?
 - “Veggie meals are located...”
 - “We always dip our challah...”
 - “After dessert everyone always...”
 - What blessings and/or rituals happen during meals?
 - What happens before the meal?
 - Is there anything that could be feel exclusionary happening then?
 - What happens after meals?
- Dance and Song Session
 - How do guests and new people learn the melodies of your camp? Can the songleader be heard?
 - Is there a songbook available? Are the words projected somewhere easy to read?
- Other times and places where people could feel left out:
 - Shabbat Shalom Greetings (Shabbat-o-grams, hugs and greetings, Shabbat “dates”)
 - Other meals:
 - Meal time order of operations
 - Where to get plates, utensils, food
 - Where and when to clear plates, utensils and uneaten food
 - Food to go?
 - Music during the meal
 - Not having guest seating available
 - Wake up and Bedtime (campers, mostly)
 - Days off
 - Anything you would teach a camper in his/her first few days at camp!

1:15 What did we learn?

- What bad habits should we remove from our behaviors? Our camp’s tradition?
- What good habits of hospitality should we raise up in ourselves? In others at camp?
- What principles of welcoming shall we uphold as standards for our camp community?



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ADDITIONAL NOTES FOR BRINGING IT BACK TO CAMP:

If offering this for your camp staff, consider replacing the setting of Shabbat with another valuable event—ideally something rich with camp culture and tradition—that an outside would need a great deal of coaching, and experience, to really understand.

Consider—how would I want to welcome a stranger into this community through this event?