

***The place of Christian
Hospitality
in Ireland today***

**Hosts and Guests
in
Service Provision**

Service Provision

- Service provision is **relational**
- Frequently patients and carers are **strangers** to each other at the beginning of their encounter
- The **quality of the relationship** between patients and carers is critical to the outcomes of services
- St John of God people value **Hospitality** as a characteristic of organisational culture

Hospitality and Service provision

- Hospitality is inherent in all service provision – It is not possible to provide service for persons in an environment where hospitality is absent.
- All service provision requires an interpersonal relationship between the service provider and the client/customer/patient.
- Some degree of harmony in the relationship is necessary for the delivery of most services.

What kind of Hospitality?

- For us as St John of God people we speak of hospitality and assume that everyone knows that we mean Christian hospitality.
- As Irish people we have inherited a rich legacy of hospitality as a cultural norm.
- We all use the word ‘hospitality’ frequently, we claim that we are a very ‘hospitable’ people and we are proud when visitors comment on our ‘wonderful hospitality’. Yet, there is a multiplicity of meanings to the word hospitality.
- There is much to be learned about hospitality and work to be done to avoid the word “hospitality” and all that is involved in hospitality being reduced to the activities of the “hospitality industry”

“Go to Jericho!”

Jericho!



Why “Go to Jericho”?

On the road to Jericho we learn
about the good Samaritan – the
man who became

Host to the ‘man who fell
among robbers’

and became

Guest of the inn-keeper

A Jericho Sycamore Tree

- This is the location for an encounter between Jesus a man named Zacchaeus (Luke 19:1-)
- We want to focus on the fact that in this story we see Jesus ask to be Guest of Zaccheaus
- Later it is clear that Jesus became his Host

Christian Hospitality

- Externally it is difficult to distinguish Christian Hospitality from any other type of Hospitality – all may have the same behaviours
- Our interior attitude and disposition is where differences may exist
- An **open respectful receptivity to the ‘other’** is core to Christian Hospitality.

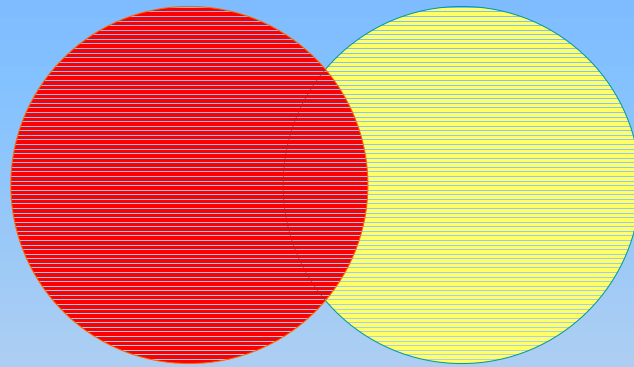
Open, respectful receptivity to the 'other' needs:

- Self awareness
- Recognition of our prejudices
- Respect for the unique dignity of each person
- Treasuring of the mystery of the 'Other' – the otherness of people, of our own selves and of God.
- Self-less-ness

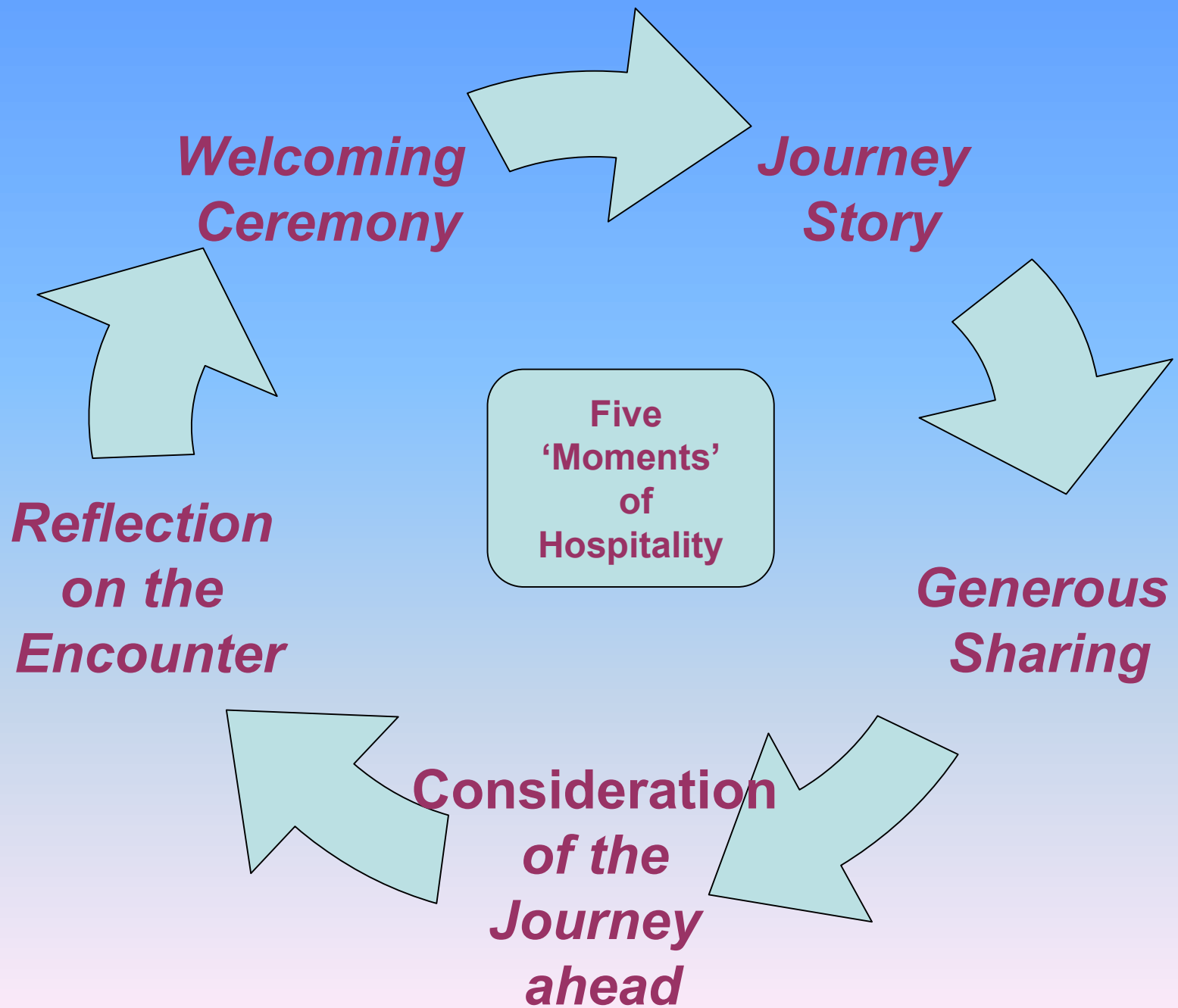
A life-time of learning seldom brings any one to perfection in these requirements!!

The players in Hospitality

HOST

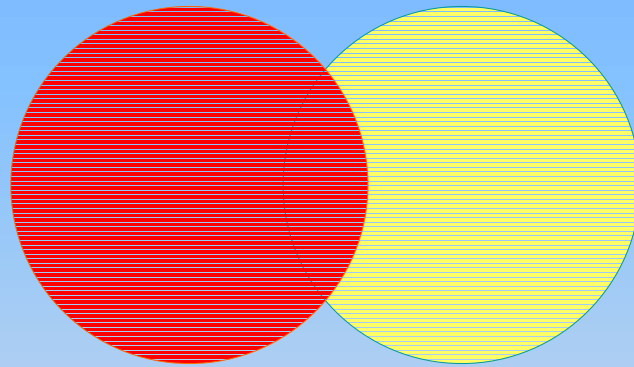


GUEST



The players in Hospitality

HOST



GUEST

To make the most of the dynamic of Hospitality
both Host and Guest
engage in each of these five moments .

- Sociologists agree that all human societies have a code of hospitality
- That is a code on the way the society interacts with strangers
- Different cultures have developed different rituals around each of the five moments of Hospitality
- St John of God people are committed to Christian Hospitality as central to our code of behaviour

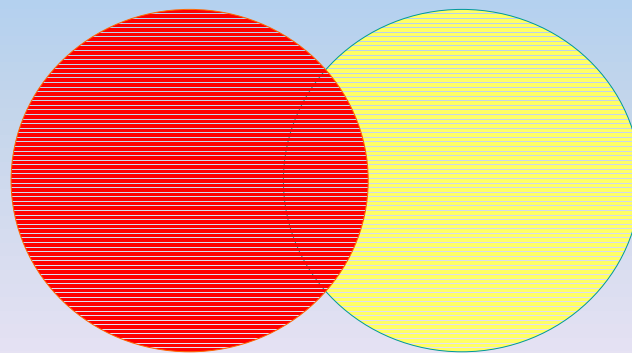
First Three Minutes

- In any encounter between persons, the quality of behaviours during the first three minutes is critical.
- In a culture that seeks to live in a hospitable manner – each person has the opportunity to become conscious of the quality of behaviour
- For the right practice of hospitality behaviours expected of both host and guest have been identified

**In interpersonal encounters
the Host**

**is the person who determines if
the encounter
is to be hospitable**

HOST



GUEST

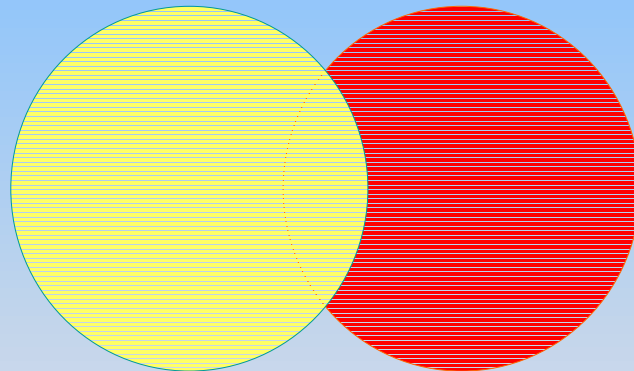
Duties of a Host

As hosts we are:

- receptively open to the guest and what the guest has to offer
- Facilitators of the telling of the guest's story
- generous in our attention to the interaction
- considerate of the guest's particular story or circumstance
- reflective around the host/guest encounter
- open-hearted in response to the guest's 'story'

**An ideal guest is able to
undertake the duties of
being a Guest**

GUEST



HOST

The 'duties' of a Guest

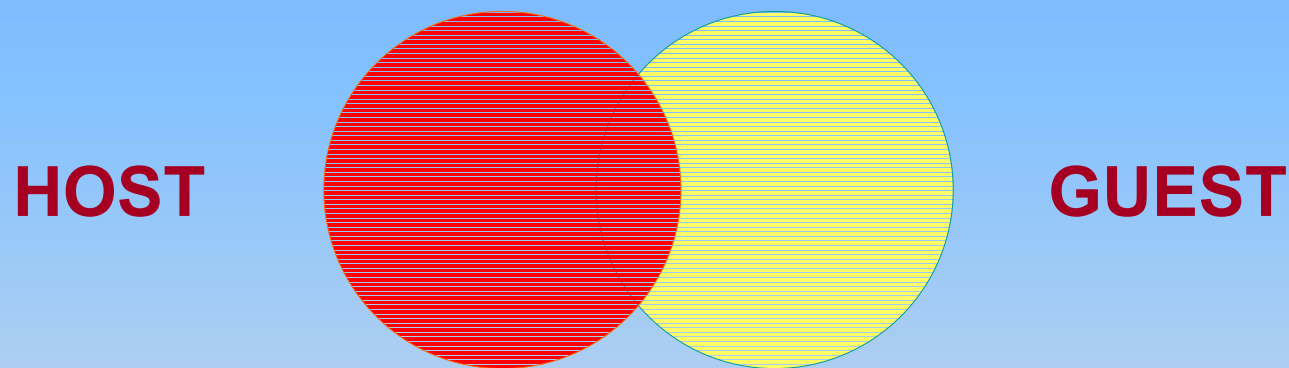
As guests we are:

- attentive to the host space
- respectful of the host and the host's circumstance
- honest and receptively open in any sharing opportunity
- gratefully reflective around whatever the host has to offer

The reality!

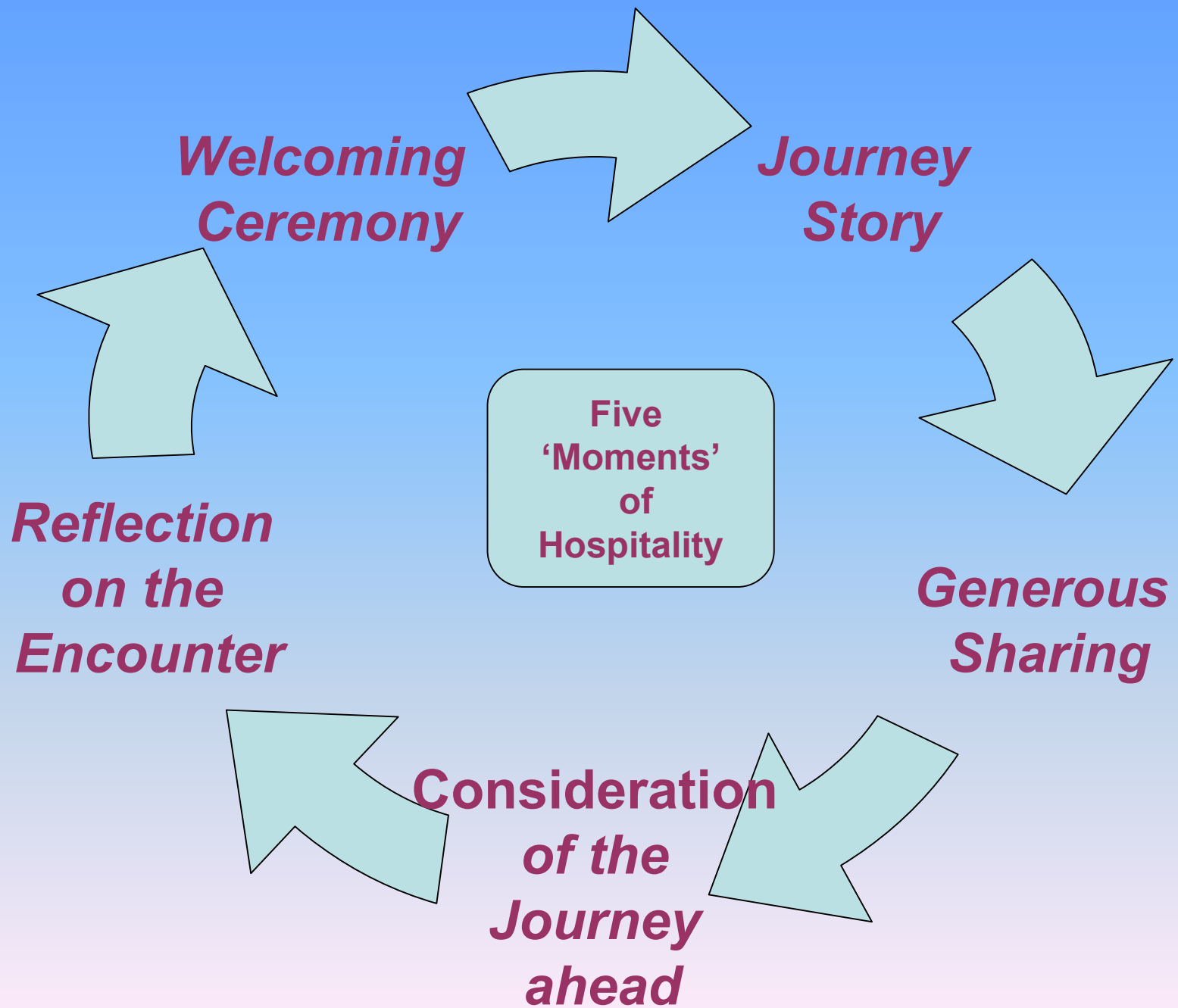
- Service providers soon learn that many of our guests do not have the capacity to be Ideal guests
- It then becomes the role of the host to do the real work of Hospitality by healing, reconciling and nurturing towards wholeness that empowers persons towards that capacity.

The players in Hospitality



If all were to happen according to theory Host and guest enter into a 'dance' where each is both Host and Guest to one another.

Thus they progress through the cycle of the five moments of hospitality



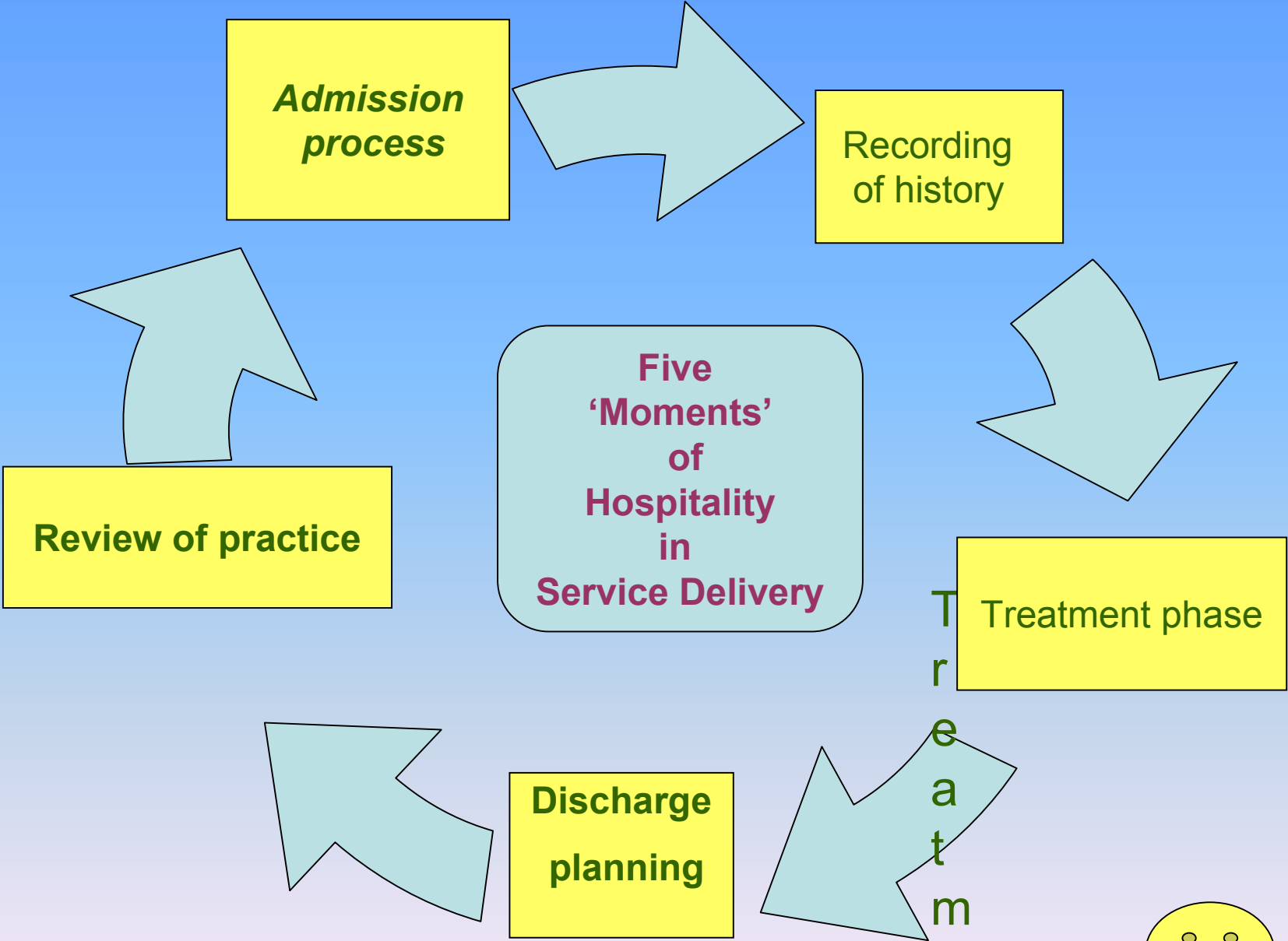
Counterparts

Hospitality:

- Welcoming Ceremony
- Journey Story
- Generous sharing
- Consider the journey ahead
- Reflection on the encounter

Service Provision:

- Admission process
- Recording of history
- Treatment phase
- Discharge planning
- Review of practice



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Hospitality and SJOG Values

- SJOG Values find an **integrating platform** in Hospitality
- The practice of Hospitality in our culture demands that we be
 - **Compassionate**
 - **Respectful**
 - **Strive for best practice**
 - **Just**

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How we **grow** in the practice of Hospitality :

- By becoming skilled in recognising when we are hosts and when we are guests
- Being able to consciously, as appropriate, take on the disposition of Guest
- Through attention to our role as Hosts and to our role as Guests
- Growing in self-awareness concerning how we relate to others
- Recognising opportunities to be compassionate, respectful, just and excellent in all we do
- Seeking to have a spacious heart for all people
- Being convinced of the dignity of every person



C
HOSPITALITY
COMPASSION

R
RESPECT

E
EXCELLENCE

J
JUSTICE