VOLUNTEER ROLE DESCRIPTION

Role Title: Café Host
Responsible to: Café Coordinator
Location: Abbey Community Centre
Hours of work: 10am-1pm or 12-3pm (or both shifts) on Saturdays.
And/or
Short shift on Friday afternoon 3pm+ to set up ready for Saturday
Duration: Approx. 12 sessions over 12 months (can be consecutive or spread throughout the year)
Remuneration: Lunch will be provided. Travel expenses will be remunerated

Abbey’s Community Café is a new community café serving delicious, healthy, affordable food to the local area every Saturday 11am-2pm and providing a hub for the local community to come together. As a Café Host volunteer you will be the friendly first point of contact for people visiting Abbey’s Cafe and will play a big part in ensuring customers enjoy their visit and want to come back. Working as part of a team of volunteer hosts you will help to make sure that the cafe runs smoothly, is always clean and tidy and has a positive, welcoming atmosphere.

This Role Description sets out the specific responsibilities and expectations of the Cafe Host, some or all of which may be required.

SPECIFIC RESPONSIBILITIES

- Welcome people to the Abbey’s Café and provide a friendly and positive first point of contact for all customers and visitors.
- Take customer orders, clarifying any specific needs, and clearly communicate to the kitchen team.
- Serve hot and cold drinks.
- Deliver food and drinks to customer tables, involving carrying a tray.
- Follow cafe set-up and close-down procedures.
• Arrange cake, pastry and snack produce displays as appropriate and maintain high standards of produce preparation and presentation.
• Update menu specials boards, notices and other café signage as appropriate.
• Monitor table availability, direct customers to available seating and arrange additional chairs and tables as necessary.
• Ensure availability of cutlery, napkins and take-away items at all times.
• Clear and clean tables and ensure the café remains a pleasant environment.
• Use of the till to calculate and take customer payments and give change, follow cash handling procedures and cash register policies.
• Keep children’s and games areas tidy.
• Check stock on a regular basis, ensuring quality and alerting relevant managers when stocks are low.
• Receive deliveries and unpack and store contents appropriately.
• Perform general cleaning tasks in accordance with any cleaning rota.
• Report any equipment faults or accidents to relevant manager as soon as they arise.
• Other duties to ensure the smooth running of the cafe as directed by the Cafe Coordinator and Kitchen Lead.

GENERAL RESPONSIBILITIES

▪ Provide excellent customer service at all times
▪ Maintain high standards of health and safety at all times.
▪ Ensure appropriate clothing/uniform and footwear is worn at all times.
▪ Ensure high standards of personal hygiene and appearance.
▪ Arrive on time for shifts.
▪ Be conscious of food allergies and intolerance and the avoidance of cross contamination when managing and serving food.
▪ Uphold the reputation and values of the cafe and the Abbey Community Centre
▪ Be conscious of and responsive to the needs and challenges faced by vulnerable or disabled people.
▪ Working proactively with other team members and managers to identify areas for enhancement and improvement of the project.
▪ Ensure all comments and complaints are passed on immediately to the relevant person.
▪ Knowledge of project with an ability to talk about the Abbey Community Centre and why we do what we do
▪ Work according to Abbey Community Centre’s policies and procedures, with particular reference to our Equal Opportunities and Health and Safety Policies.
▪ Attend training sessions, meetings and reviews as required.
▪ Undertake other duties consistent with the role or as requested by line management.

QUALIFICATIONS, EXPERIENCE & SKILLS

As a Café Host Volunteer you will need to be:

▪ Honest and trustworthy
▪ Reliable and punctual
▪ Have good communication skills and happy talking to a wide range of different people in a friendly and professional manner
▪ Have a patient and positive manner
• Have a good attention to detail
• Able to pick up detailed instructions quickly and follow them closely
• Ability to remain calm under pressure of a busy café environment
• Enjoy working as part of a team
• Be willing to learn
• Food hygiene training and certification – or willingness to undertake qualification (provided via Abbey)

Additional training may be available to address gaps in skills and experience.