



Café Volunteer- overview of duties

DETAILS

Title	Café Volunteer
Location	Ilkley
Role Type	Volunteer
Reporting Relationship	Café Manager
Revision Date	November 2019

ROLE SUMMARY

At our community venue in Ilkley we run a café providing lights meals, coffee and homemade cakes. Our Café Managers and catering assistants are paid roles, but we rely on Café Volunteers to support the smooth running of the café and ensure all our customers feel welcomed. In summary the role is taking customers orders, serving food (but not preparing food), making tea and coffee, clearing and cleaning tables. As a Café Volunteer we ask that you always have a friendly word with those customers who wish to talk, for some of them you may be the only person they get to speak to during the day.

Previous experience is desirable but not required as training will be provided. Qualified First Aiders would be welcome, but this is not required. If willing to be a First Aider, we will arrange and pay for training.

We are pleased to offer Welcome Desk Volunteers a complimentary free hot drink and toasted teacake.

KEY RESPONSIBILITIES

Key responsibilities include the following. Other duties may be assigned:

- Work alongside other volunteers to serve in the café under the direction of the Café Manager.
- Welcome visitors to the Centre.
- Use the Bean to Cup coffee machine, making coffee, tea and hot chocolate.
- Use the till and the card machine to process all financial transactions.
- Clear and clean tables and carry used items to the prep room dishwasher or to the tray storage.
- Return clean items to the café area.
- Assist with keeping menu boards and other café and Centre information up-to-date as directed by the Café manager.
- Ensure the café area is kept clean, tidy and welcoming.



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KEY QUALITIES

- A positive attitude to work with a willingness to turn a hand to all aspects of catering and a passion for quality and attention to detail.
 - Our volunteers are friendly, approach and compassionate to our customers.
 - Good communication and interpersonal skills are important as well as being able to build strong relationships quickly with staff, volunteers and customers.
 - Ability to think quickly and remain calm and purposeful under pressure.
 - Willingness to undertake First Aid and defibrillator training and assist with incidents as necessary.
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PHYSICAL DEMANDS

The physical demands of this role include standing up for most of the shift, walking around the café and being able to carry trays with small crockery items.

SHIFTS AVAILABLE:

Monday:	10am – 12noon
Monday:	12noon – 2pm
Wednesday:	10am – 12 noon
Friday:	10am to 12 noon

HOW TO APPLY:

Please contact us for a Volunteer Application form and return to the Business Manager at Clarke Foley.

Tel: 01943 607016
Email: admin@clarkefoley.org.uk