



## Volunteer Role: Food & Drink Volunteer

**Volunteer Purpose:** To support the running and management of our in-food and drink facilities, which may include cafes, tearooms and snack bars; ensuring they are warm, welcoming places where customers receive excellent service and food and drink prepared to a high-quality standard.

**Reporting to:** Scheme Manager

**Disclosure level:** Standard

### Key Volunteer Responsibilities:

- Taking food and drink orders from customers, preparing these to a high standard.
- Providing a positive and friendly experience by interacting with customers.
- Collecting money for drinks served and providing change as needed.
- Balancing cash receipts.
- Monitoring stock levels and supporting the ordering of stock.
- Cleaning tables, chairs, work area and food and drink preparation equipment to maintain a sanitary environment.
- Comply with all food and beverage regulations.

### Role Specific Skills & Behaviours

- Ability to use appropriate equipment to prepare food and / or drinks to a high standard.
  - Numerical skills with the ability to handle cash and provide correct change.
  - Strong communication skills.
  - Ability to multi-task.
  - Excellent eye for detail and cleanliness.
  - Ability to resolve conflict and manage challenging customers.
- Approachable and warm personality that engages customers.