

CAISTOR ARTS & HERITAGE CENTRE

VOLUNTEER ROLE – Café Assistant

Role Title	Café Assistant
Purpose	The café is a very important part of our Centre which offers truly home made high quality food and great coffee. Service with a smile is king and we need to ensure all customers have an enjoyable visit and will wish to return.
What you will be doing	<ul style="list-style-type: none"> • Assisting our small catering team • Delivering great customer service • Taking customer orders • Using the till and handling money • Making great coffee (Barista), teas and other drinks • Clearing tables • Using dishwasher/washing up • When trained, food preparation
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Friendliness (smile!) • Ability to interact with customers and visitors • Being part of a team • Able to carry trays of crockery
When and where	The Centre is open 7 days a week. The café hours are from 0900 – 1700 Monday to Saturday, and 1000 – 1600 on Sundays. You will be based at 28 Plough Hill, Caistor. Volunteering can be flexible, but we do ask at least a 4 hour commitment per week.
Support offered	All volunteers over the age of 16 will be covered by our insurance whilst spending time with us. We have a Volunteer Manager who will be your line manager and take care of your induction. Training will be on the job with either our Café Manager or Assistant Café Manager. Each volunteer will be given our Volunteer Handbook which contains all of our policies and what you can expect from us and what we expect from you.
What you could get out of it	<ul style="list-style-type: none"> • Meet new people • Learn new skills • Be part of something worthwhile • Help our community • Help secure the future of the Centre • Training opportunities
Other information	Volunteers will need to apply and be interviewed with our Volunteer Manager and be 16 years old or over. Our aim over time (best practice) is to train all of our café assistant volunteers in basic food hygiene, first aid, and health and safety training. Currently also looking at ways of providing customer service training.
What to do if you're interested	Contact info: T: 01472 859047 ask for Carol email: caistorartsandheritage@gmail.com