



The Café in the Park

**40 Mayors Road
Altrincham
WA15 9RP**

CAN YOU HELP US?

The Counselling and Family Centre is looking for volunteers to work in their new community café in Stamford Park

- Do you have any spare time – anything from 3 hours up to 3 days a week?
- No previous experience required, but enthusiasm and an interest in helping your community definitely is!
- Full training and ongoing support will be given

We are looking for enthusiastic volunteers –

- you may be at sixth form or college wanting to learn new skills
- you may be looking to get back in to work, or have never worked, and want to learn new skills, gain experience and build your confidence
- you may be retired and feel you have valuable skills to pass on to others
- we fully support the Ban the Box campaign

What we will offer you

As a Volunteer Café Worker you will be the face and hands of the café, being friendly and enthusiastic with customers, and preparing and serving their menu choices. The following training will be given, as appropriate:

- Practical training in preparing and serving food and drinks in the café
- Customer service training
- Training programme to enable you to achieve your Level 1 Food Hygiene Certificate.
- For more information please contact: Kate Baldwin at coordinator@thecfc.org.uk

Café in the Park Volunteer

Role description and person specification

Position: Volunteer Cafe Assistant

Trained, supported and accountable to the Cafe Manager

Role Description:

Your role as volunteer is to assist in the running of the café, providing excellent customer service, making drinks and food to high standards and sustaining a clean and organised retail environment. As the face of the café you will promote the ethos of the Counselling & Family Centre.

As a café volunteer we would ask you to be able to provide regular weekly support for a minimum of 3 hours a day, at a time to suit both yourself and the needs of the café.

No prior experience is necessary as you will be provided with an induction and full training including a certificate in food hygiene (Level 1)

Main Tasks and Responsibilities

Customer Service

- Provision of a welcoming customer service.
- Preparation of food and drinks to order in a timely manner and to a high standard

Health and Safety

- Ensure the kitchen and front of house areas are cleaned before, during and after service
- Ensure compliance with all Health and Safety procedures

Food Management

- Prepare, cook and store all foods in compliance with food hygiene and health and safety legislation
- Re-stock all food and drink displays
- Undertake weekly stock-takes

Marketing and Promotion

- Contribute to the on-going development of the café and promotion of healthy eating

Financial

- Cash handling
- Use of electronic till

Person Specification

Essential

- Clean tidy appearance
- Good standard of spoken English
- Agree with ethos of Counselling and Family Centre