

HERITAGE CENTRE TEA ROOM VOLUNTEER

Role

This volunteer role is all about customer service; greeting our customers and helping to serve them hot drinks and light snacks in an efficient, professional and friendly manner.

There may be some requirements to use the till and to generally help with keeping the café area clean, tidy and welcoming for our visitors.

Responsibilities

- **Customer Service:** Provide a warm, friendly, and welcoming atmosphere for all customers, visitors, and fellow volunteers.
- **Serving Food and Drinks:** Assist with the preparation (e.g making teas, and coffees) and serving of food and beverages.
- **Cash Handling:** Take customer orders and process payments accurately, following all financial procedures.
- **Cleaning and Tidying:** Ensure the tables, kitchen, and surrounding tea room and/or outdoor areas are kept clean, tidy, and presentable at all times. This may include washing crockery and sweeping where necessary.
- **Stock Management:** Support the team with replenishing food and drink displays and reporting when stock is low.
- **Health and Safety:** Adhere to all food safety, hygiene, and health and safety policies and regulations (appropriate training will be provided).
- **Supporting FONFA's Mission:** Act as an ambassador for the charity, potentially engaging with customers about its mission.
- **Teamwork:** Work effectively and collaboratively with other volunteers.

Commitment

The Centre is run entirely by volunteers and is open every Sunday from April – October. A roster is created at the beginning of the year, and your availability will be requested at this stage so that you can volunteer around your other commitments.

You can volunteer for:

Morning shift – 09:30 – 13:00

Afternoon shift – 12:30 – 16:30

All day – 09:30 – 16:30

However, we do ask for a minimum commitment of 6 Sundays per year.

Skills and experience

- **Friendly & Approachable:** A positive, cheerful attitude and good interpersonal skills are essential for making guests feel comfortable.
- **Team Player:** Ability to work well both independently and as part of a busy team.
- **Communication Skills:** Confidence in communicating clearly and respectfully with people from all backgrounds.
- **Willingness to Learn:** An enthusiasm to develop skills and knowledge in café operations and food handling.

Contact

If you have any questions, please email the Honorary Secretary at secretary@fonfa.co.uk