

# TERRACE CAFÉ: FRONT OF HOUSE VOLUNTEER

## ROLE BRIEF



### WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone’s life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

### THE AIM OF THE ROLE:

Volunteers are needed to help ‘front of house’ by welcoming guests and supporting in the smooth running of The Terrace Cafe alongside our employed staff.

The Terrace Cafe supports the charity by raising awareness of our work and providing an excellent spot for patients and families, volunteers, staff, donors and the general public to meet up.

### WHAT’S INVOLVED?

- Welcome all customers to the Café and talk to them on how the café works
- Inform customers of the menu including allergy information asking chefs details of the specials
- Show customers the refreshment area and how to self-serve hot drinks
- Take customer food orders and payment and pass orders to kitchen team or directly serve the customer
- Deliver food orders from kitchen to customers as soon as ready
- Ensure service counter is always kept clean and tidy

- Restock the service counter as required with sandwiches, drinks and confectionery and inform kitchen in good time to replenish sandwiches, cake etc
- Keep Salad Bar clean and tidy and request top of dishes to Chef team
- Keep the hot drink area clean and tidy and stocked
- Keep café internal and external seating area clean and tidy and free of waste, wiping tables and chairs and sweeping floor as needed
- Ensure tables are restocked of cutlery and condiments
- Inform customers on upcoming events and specials and upsell

We offer a taster session to come and see what we are all about. You will be required to follow Food Hygiene Food Handler rules. If successful training will be given and some uniform provided, you will be required to wear dark trousers or skirt and suitable flat enclosed shoes.

#### WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

#### WHAT YOU CAN OFFER US:

- An ability to work as part of a team in a busy environment
- An ability to work in a flexible and approachable manner
- A warm and welcoming personality
- Confidence to interact with visitors from all walks of life and good customer service skills
- Good personal hygiene and a willingness to follow strict infection control measures
- Be able to maintain confidentiality
- Good communication skills with a good attention to detail
- A willingness to undertake training and to follow NDH policies and guidelines
- Reliability and commitment