

Volunteer Role Description

Volunteer Role	Front of House Volunteer
Service/Department	Front of House / Millies
Manager/Point of Contact	Front of House Supervisor
Preferred days or times for volunteer availability (if any)	<i>The Café operates between Monday – Saturday, 9am – 4pm Any hours or days given to volunteering is appreciated – Volunteers are not expected to do full days if unable</i>
Role Description	
<p>Summary of Volunteer Role:</p> <p>Support the Front of House Supervisor to ensure all customers entering Age Concern are attended to from directing them to the Front Desk for booking Activities, taking payments, and serving within the café.</p>	
<p>Key Duties:</p> <ul style="list-style-type: none"> • Welcoming customers to Age Concern with a friendly and warm welcome • Help customers with information, activity booking, and café services • Offering table service including taking orders, payments, making/ serving drinks and light food, clearing and cleaning tables. Restocking, and general cleaning duties • Answer enquiries • Open and close routine • Answering the telephone • Using till/ card machine/ computer as required 	
<p>Other Information/requirements</p> <p>Will need to complete a Level 1 Food Hygiene and Allergen Online Training Course – We will provide the URL Link</p>	
Additional Internal Information	
Aiming to be fill position by date	
Form submitted date	
Form submitted by	
Form to be completed and sent to	Leah-May Carter Befriending Service & Volunteer Recruitment Manager