



Volunteer café assistant role profile

Purpose: To offer support to café staff in a busy customer-focused environment.

- To welcome customers, visitors and patients to the cafe in a friendly, professional, empathetic and helpful way.
- To greet and seat customers at tables with existing bookings or walk-ins.
- To clear tables and wipe down, complying with COVID-19 safety guidelines.
- To wash up, load and unload the dish washer and glass washer, maintaining a clean and tidy back-room area.
- To assist café supervisor/deputy with stock takes as needed.
- To assist café supervisor/deputy with topping up new goods as required.
- To take food orders and drinks to tables.
- To be familiar with the fire instructions and follow the procedures
- To adhere to the hospice's Data Protection Policy and ensure that the confidentiality of information relating to customers, patients, relatives and staff is followed to at all times.
- To comply with the hospice's Health & Safety Policy at all times.

The above is intended as a guide, duties may be amended or adopted as and when they are identified.

Restrictions: café volunteers must be a minimum of 18 years of age.