

Refresh Café Volunteer – Café assistant

Bicton Heath, Shrewsbury

Summary:

Our Refresh Café is about so much more than tea and cake. With people and community at the heart of what we do, we aim to provide warm, welcoming experiences in a beautiful and supportive setting for our customers, patients, visitors and volunteers.

Volunteering at Refresh is busy, varied and rewarding. With a friendly and enthusiastic approach, you might be greeting and seating customers, serving and clearing tables, making that perfect cuppa, or helping in the kitchen on the dishwasher.

Most importantly, you will help create a positive, friendly and compassionate atmosphere for everyone who visits the café.

To make sure everyone feels comfortable and cared for, we follow simple café hygiene, health and safety, safeguarding and confidentiality.

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

Hours: Refresh Café is open all year, 9am-4.30pm Monday to Saturday and 9am-4pm on a Sunday. There are a range of shifts available.

Typical activities include:

There are many ways you can get involved with roles to suit all skills sets and preferences.

Generally, there are customer facing and behind the scenes roles.

Here are some things you could be doing each day

Front of House

- Warmly welcome and greet customers, visitors and patients to the café
- Take food and drink orders
- Operate the till and handle payments accurately

Barista

- Prepare hot drinks, including speciality coffees (training is provided)

Food preparation

- Help prepare food orders in the kitchen

Service

- Help prepare drink and food trays
- Serve food and drinks in a calm, friendly and professional manner
- Clear tables and supporting the smooth flow of service

Keeping things tidy

- Wash up, load and unload the dish washer and glass washer, maintaining a clean and tidy back-room area
- Clean tables, chairs and customer areas to a high standard