

# Refresh Volunteer – Front of House

## Location: Event and festival venues across the region

### Summary:

Our Refresh volunteers are often the friendly faces people see when our pop-up café is out on the road at local events, festivals and community venues.

We're so much more than a cuppa and cake – with community at our heart, we create positive, memorable experiences wherever our café travels.

Every conversation, every smile and every perfectly served brew helps support our caring services. As a Refresh volunteer, you won't just be helping to provide great food – you'll be raising vital funds for our care, building meaningful community connections and increasing awareness of the support we provide.

**Purpose:** To offer support to café staff in a busy customer-focused environment at events and festivals

**Hours:** Our Refresh Café is out on the road at weekly events from May to September and is especially busy during the festive season.

Shifts typically worked in 6-hour blocks

### Typical activities include:

- Support the running of our gazebo-based pop-up café
- To welcome customers in a friendly, professional and helpful way
- Serve cakes and drinks
- Operate the till and handle payments accurately
- Maintain high standards of cleanliness and presentation in the serving area

Previous front-of-house or customer service experience desirable, but not essential