

Volunteer Role Description

Cafe Assistant

The Role

Purpose of the Role: To provide a high quality café service and generally assist in the day to day running of the Library Café. Volunteer availability will be taken into account

Duties

- Engaging with customers to create a warm, welcoming and safe environment for all customers visiting the library and spending time in the café.
- Operate a Barista-style coffee machine to provide high quality café-style hot drinks
- Prepare and serve other hot & cold drinks, cakes, snacks and other beverages
- Take payment from customers, including operating the till and card payment machine
- Keeping the café serving area clean and tidy
- Keeping the café customer seating area clean and tidy, including clearing and wiping tables after each customer
- Keeping café surfaces and café serving implements (i.e. knives, cake slices, milk jugs) clean for continuous use throughout the day
- Monitoring coffee grinder to ensure coffee beans and ground coffee are topped up as necessary
- Re-stocking the café as required
- Operating the dishwasher as necessary
- You might also be asked to clean fridges and clear and wipe down shelving from time to time as part of routine cleaning to maintain Food Hygiene best-practice.

Skills and Experience required/desired

- Good customer service and communication skills
- Enjoy meeting new people
- Able to stay calm under pressure
- Ability to work on own and as part of a team
- Willingness to pitch in with whatever is needed
- Able to embrace the vision and values of the library
- Enthusiastic, reliable and friendly
- Experience of working in catering/hospitality, preferably within a café or coffee shop

Training available

- An induction to and introduction to the vision and values of the library and an overview of the service as a whole
- Explanations of the tasks to be undertaken
- Safeguarding training
- Barista training
- Basic Food Hygiene training
- Training to use till and card payment machine