

## **CAFFI CARIAD VOLUNTEER ROLE**

Caffi Cariad is our hospice-based café with seating for 38. The café is open every day from 10:00am to 4.00pm. We serve tasty home cooked food, with a varied menu of breakfasts, lunches, afternoon teas, fresh cakes, snacks, daily specials, Paninis and drinks. There is NO cooking or food preparation required with this role. We provide a uniform, offer free onsite parking and the recently introduced discounted menu. The shifts are a minimum 2 hours in duration.

### **TASK DESCRIPTION**

- To provide a warm and welcoming atmosphere for our customers.
- To assist our chefs and front of house café team in the day-to-day running of the café.
- To ensure the tables and surrounding areas are clean and tidy.
- To take orders and undertake serving food and drinks.
- To load and unload the 3 minute dishwasher.
- To be familiar with the fire instructions and follow the procedures.

Additional training is optional for the EPOS Till and barista training for the coffee machine.

### **YOUNG VOLUNTEERS**

Welsh Bacc, Duke of Edinburgh Awards and college students are welcome.

### **PERSONAL SPECIFICATION FOR CAFÉ ASSISTANT VOLUNTEERS**

- Excellent organizational skills.
- Willingness to complete mandatory training.
- Accuracy and attention to detail.
- Good communication skills.
- Team player.
- Flexible approach to working.
- Strong interpersonal skills.
- Tact and diplomacy in dealing with a variety of situations.
- Self-awareness and ability to use initiative.
- Good understanding of equality and diversity.

### **ADDITIONAL REQUIREMENTS**

- To ensure in all circumstances that you represent St Kentigern Hospice in a positive light.
- The above is indicative of the tasks required and will change from time to time in consultation with the volunteer and in line with service needs.
- All duties to be carried out in accordance with the law, Hospice philosophy, policies and procedures and in the spirit of fairness, equality and other professional guidelines.