## Role Title: Coffee Shop Volunteer

As a coffee shop volunteer you will have the opportunity to develop your customer service skills, while creating a welcoming environment for visitors.

## Purpose:

## To achieve excellent customer service by creating a welcoming environment for customers and providing efficient and helpful service.

## Tasks:

* Serving of hot drinks and cakes to customers
* Handling of money
* Ensuring tables are cleaned throughout the day
* Keeping kitchen area clean and tidy

## Skills & Qualities:

Some or all of the following, with a willingness to develop:

* A good level of numeracy and interpersonal skills
* Basic knowledge of Health and Safety, and Food Hygiene
* Able to work independently, with confidence

## Commitment:

One shift a week

## Training:

Induction training will be provided to help Volunteers settle into the role. Ongoing training and development will be provided.

## Support:

Volunteers will be supported by a member of BHLC Staff.