

Explore Cafe Volunteer

WHERE?

This opportunity is available at our Explore Cafes at Acomb, Burnholme, Homestead Park (seasonal), Rowntree Park, and York.

WHAT WILL I BE DOING?

This is an excellent opportunity to gain practical experience, build confidence and meet people. It's important to us that all our cafes have a friendly, welcoming atmosphere and clean & tidy spaces for everyone to enjoy. You may also promote the cafe on social media (training will be given).

HOW WILL I BE HELPING?

By providing a warm welcome and friendly helpful customer service.

By supporting Explore Cafe staff to ensure the area is clean and tidy at all times and being an active and supportive team member.

TASKS

- Assist with cleaning duties to maintain a clean, tidy and hygienic environment.
- To comply fully with all Health and Safety and Food Hygiene regulations at all times.
- Prompt clearance and cleaning of tables, chairs and highchairs
- Operate the dishwasher.
- To work with staff members to keep retail stock tidy and replenished.
- To keep the condiment station clean, tidy and replenished.
- Empty recycle bins

- Help to keep the cafe counter clean and tidy
- Work under pressure at busy times
- Talk with customers, share information regarding all our services.
- To promote Explore Cafe on social media

WHAT WILL I LEARN AND WHAT SKILLS DO I NEED?

- Be confident to welcome people from all backgrounds, respecting the values and reputation of Explore.
- You will have a friendly, cheerful nature and enjoy helping people from all walks of life.
- Ability and desire to communicate and interact with staff and customers
- To be honest, reliable and adaptable to undertake the variety of tasks involved.
- Provide customers with the best possible service
- To know when to refer a customer to a member of staff
- Meet new people
- Work as part of a friendly team
- Gain new skills and experiences
- Share your own skills with others
- Support Explore York Libraries and Archive
- This is a physically demanding role which requires some lifting and carrying.

WHAT TRAINING WILL I RECEIVE?

- How to display and prepare items and promote the cafe
- An awareness of food hygiene
- How to use social media

WHEN WILL I VOLUNTEER?

Opportunities to volunteer are available from Monday to Sunday.

Exact hours will be negotiated and agreed to suit both the volunteer and the individual cafes.

You will be invited to one of our organisational induction sessions which happen twice a year.

DRESS CODE

Clean and tidy clothing and hair at all times.

Comfortable, sensible shoes.