

## Grow Cook Learn

### Volunteer Profile

**POST: Volunteer Catering Assistant**

**MAIN LOCATION: Shropshire Hills Discovery Centre**

**RESPONSIBLE TO: Catering Manager/Senior Catering Assistant**

#### BRIEF DUTIES OF POST

We're proud of our café and we want you to be too. Working in our café means you will be helping us to serve over 100 000 people a year. You will be preparing and serving delicious home made food and introducing our visitors to the array of local produce that makes this area so special.

You will delight in providing a friendly welcome and the highest standards of customer care to all the Centre visitors.

Volunteering with us gives you the opportunity to learn new skills, share your love of the Shropshire Hills with our visitors and contribute towards making the Discovery Centre a vibrant and attractive place to visit.

#### PRINCIPAL DUTIES AND RESPONSIBILITIES:

Duties will include some or all of the below.

1. To assist, as directed by the Catering Manager, with all aspects of the preparation of food to appropriate standards and to receive training as necessary.
2. To work with the team to ensure all appropriate legal and hygiene standards are met in the kitchen and café.
3. To be familiar with food allergens and meet the needs of all dietary requirements.
4. To work as part of the team to provide a friendly welcome and high standards of customer care.
5. To be familiar with the menu and prices to enable you to help the public to make informed choices.
6. To maintain standards of cleanliness laid down by the Catering Manager or Catering Supervisor e.g. floor, fixtures and fittings or equipment.
7. To operate the till and follow established procedures for cash handling.
8. To ensure tables and surrounding areas are left clean.
9. To assist in loading service counters as and when directed, and to ensure sufficient supplies during the business hours.

The volunteer will be expected to become involved in a range of work to enable the Catering team to respond effectively to the requirements of Grow Cook Learn.

## **WHAT SKILLS YOU WILL ACQUIRE**

1. Team work
2. Communication- verbal and written
3. Food preparation skills
4. An understanding of different dietary needs and allergies.
5. To use a cash register
6. Health and safety rules and why they are important.
7. To understand food hygiene rules and legislation
8. Stock rotation and why it is important

## **PERSON SPECIFICATION:**

Essential: A willingness to be a reliable team member

Essential: Ability to learn all tasks associated with food

Essential: Good interpersonal skills, ability to relate to customers and work as a team member.

Essential: To be punctual and well presented

Essential: Ability to be able to work flexibly to cope with service demands.

Essential: To take responsibility for your own safety at work in accordance with our health and safety policies.