



VOLUNTEER ROLE DESCRIPTION

- Role:** **Front of House Host Volunteer - Café Retreat**
- Location:** **East Lancashire Hospice**
- Accountable to:** **Catering Lead**
(This person will be your main point of contact while volunteering. They will provide you with the support and supervision necessary for you to perform your role)
- Role requirements:** Two Satisfactory references

Role Summary

With the supervision and direction of the catering team, act as a welcoming host within Café Retreat and contribute to maintaining a clean, well equipped and comfortable dining area so guests have the best possible experience during their visit.

When we need you to be available

The expected commitment for this role will be negotiated with you based on your personal availability and the following range of times that we need each week.

	Mon	Tue	Wed	Thur	Fri	Sat	Sun	Ad hoc hours may be possible by arrangement
09.00 - 12.15	√	√	√	√	√			
12.00 – 15.15	√	√	√	√	√			
15.00 – 17.00	√	√	√	√	√			

What we would like you to do

- Demonstrate excellent levels of customer care
- Warmly welcome guests to Café Retreat, supporting them to find a seat and highlighting the available menus
- Explain the process for ordering and receiving food and the location and use of the hot beverage and water machine
- Take payment for meals and beverages using the till efficiently once trained
- Provide a friendly, yet discreet and professional table service including serving food/drink, clearing and cleaning tables
- Ensure an adequate stock of napkins, polished crockery/cutlery and condiments are available at all times for our guests
- Be able, following training, to restock and clean the coffee machine area(s)
- Maintain the lounge area of the Café so that seating and coffee tables are ready for the next incoming guests
- Assist in serving food and beverages at catered events held at the hospice



- Provide as much notice as possible to the Catering Lead/deputy if you are unable to undertake a pre-arranged duty so alternative plans can be made
- To undertake training or development applicable to the role including for example food hygiene and manual handling
- Follow hospice guidance/policies related to the role including dress code, incident reporting, health and safety regulations
- Report any incidents or accidents however minor to the Catering Lead or their deputy without delay to keep yourself and others safe

Skills, knowledge, abilities and qualities

- A real interest in people and understanding of food/dining as a social and therapeutic experience
- Welcoming, courteous and able to anticipate need
- Good communicator; able to talk easily with new people in a relaxed, friendly manner on a variety of subjects whilst recognising when people need quiet space
- Physically able to work within a busy cafe environment
- Able to work in an organised manner with structured systems and processes
- Team player; positive, enthusiastic and motivated with a can-do attitude
- Attention to detail and pride in a job well done
- Punctual and reliable, committed to attendance at agreed dates and times
- Understanding of food hygiene principles and willing to complete food hygiene training relevant to the role
- Smart presentable appearance
- Ability to respond flexibly to changing needs and priorities

What we will provide

- Information/training on food hygiene, communication skills, lone working and manual handling
- Specific training on Café Retreat facilities, menus and use of the till and coffee machines
- Supportive friendly colleagues and an excellent working environment
- Invitation to regular team meetings and the opportunity for 1:1 review of the role
- Opportunity to develop knowledge, skill and confidence in a catering setting

General Requirements

- Communicate sensitively and courteously with all those involved with hospice services including patients, relatives, staff, volunteers and visitors, respecting all information related to individuals as confidential
- Ensure information you have access to is kept secure and confidential
- Submit any travel claims to the Catering Lead no later than the 1st of each month
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm by advising staff of any concerns



- Act in a way that upholds the hospice's values which are:
 - Patients are individuals and have a right to respect, privacy, dignity and choice
 - Staff and volunteers are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
 - Our services should be focused on meeting our patients' requirements
 - Value for money is achieved making the most effective use of available resources
 - Ensure personal actions and conduct apply with hospice policies and procedures
 - Ensure effective use of hospice resources
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Review of this description

This role description is intended as an outline of general areas of activities and will be amended in the light of changing needs of the hospice.