

Volunteer Role Description

Tea Room Assistant

**What is a Tea Room Assistant?**

Tea Room Assistants provide a warm and inviting experience, from welcoming visitors to serving food and drink in a prompt, efficient and pleasant manner. You will also play a role in helping to protect visitors’ health and safety.

**What’s in it for you?**

* Becoming part of a friendly and dedicated team
* Meeting new people on a regular basis
* Using your great communication and customer service skills
* Taking pride in helping to make a profit for the charity

[\*\*\*Add or remove benefits as required\*\*\*]

**What’s involved?**

* Keeping the restaurant clean, tidy and presentable to visitors
* Serving food and drink promptly and efficiently, and clearing tables in a timely manner
* Ensuring there is sufficient food on display for sale, and maintaining displays throughout the day (liaising with staff as necessary)
* Assisting in the receipt, checking, pricing and display of goods
* Baking and preparing homemade cakes according to National Trust recipes
* Assisting with the end of day procedures, including wiping down surfaces, storing stock and collecting rubbish
* Loading and unloading the dishwasher
* Becoming familiar with and following food hygiene and tea room procedures
* Maintaining the security of goods within the café
* Becoming familiar with and then following the National Trust’s Health and Safety Policy at all times
* There may be other activities where we could use your help

**This role will suit people who…**enjoy variety, like meeting people, have a friendly and helpful nature and like being part of a small team.

**Extra information**

|  |  |
| --- | --- |
| **Your place** | \*\*place name\*\* |
| **Time commitment** | Once a fortnight, or more if you can [\*\* amend as necessary\*\*] |
| **Volunteer Manager**  Tel  Email | \*\* enter name \*\* |
| **Staff Contact**  (if different)  Tel  Email | \*\* enter name or delete as appropriate \*\* |
| **What you need to wear/ bring** |  |
| **Training/Resources** | [\*\* add details of induction and training process here\*\*] |
| **Expenses** | Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance |

**About the National Trust**

As Europe’s largest conservation charity, we help everyone across England, Wales and Northern Ireland enjoy all sorts of very special places for ever, for everyone.  Become part of our fascinating story – volunteer.

**About \*\* place name\*\***

\*\*Add in place-specific section here\*\*