

CAFÉ TEAM

Information to help you undertake your duties

Clothing

For safety reasons please make sure you have covered shoes and, where possible, long trousers for the café. ¾ length trousers are fine but please do not wear anything shorter than knee length as we are working with boiling water and do not want people to burn legs or feet if water is splashed.

Timings

The day is split into three shifts – morning, afternoon and evening. Volunteers will work two of these shifts a day. The morning shift begins at 8am, and the evening shift finishes at around 10.30pm. There may also be one 7.30am start per week if required.

Role

- Carry out café jobs/tasks and ensure smooth running of the café
- Serve customers & ensure customer satisfaction
- Keep a clean and tidy working area
- Follow health and safety regulations
- Committed to the task and willing to work long or late hours if needed.

Health And Hygiene Guidelines

Food can be contaminated very easily when it is handled. Therefore, it is essential that you maintain good standards of personal hygiene at all times to ensure that food does not get contaminated with harmful germs.

The first and most important rule is **WASH AND DRY YOUR HANDS REGULARLY** when handling food, in particular:

- Before starting work
- After going to the toilet
- After a break
- After emptying rubbish

Staff working in food/drink areas should:

- Wear clean clothes and an apron or protective garment
- Not touch their face or hair
- Cover cuts or sores with clean waterproof dressings
- Wash hands after blowing their nose
- Not cough or sneeze over food
- Not smoke
- Not wear jewellery or false nails which might fall into food or drink

Clean As You Go

While you are working it is a good idea to clean as you go mopping up any spills as they happen and cleaning work surfaces, equipment and floors frequently so that waste and dirt do not build up.

- Keep storage area clean
- Arrange for rubbish to be removed frequently

Manual handling

No person should lift or carry a load so heavy or awkward as to be likely to cause an injury to themselves or others

Sickness

- You cannot work in the café for 48 hours after sickness.

