

Role Profile: Café/Lunch Club Assistant

As Required - Volunteer hours to be agreed on an individual basis

Organisation Overview:

Ainsdale Lunch and Leisure is a non-profit organisation dedicated to serving the local community by providing access to nutritious, comforting home-cooked meals, and to activities that support physical and mental wellbeing. Our Community Cafe and Luncheon Club serve as vital hubs where individuals can access affordable nutritious food in a welcoming environment. We are committed to fostering a sense of community, dignity, and belonging for all who walk through our doors.

Location: Ainsdale Lunch and Leisure Community Cafe

Key Responsibilities:

Customer Service: Greet and welcome service users as they enter the cafe, creating a friendly and inclusive atmosphere for all visitors. Assist customers with menu choices, answer questions, and provide information about our services and programmes.

Drink Preparation: Prepare and serve a variety of hot and cold beverages, including coffee, tea, hot chocolate, and soft drinks. Ensure drinks are made to the highest standards of quality and presentation, consistently.

Order Taking: Take food orders from customers, ensuring accuracy and attention to detail. Communicate orders promptly to the catering assistant or kitchen staff for preparation.

Food Service: Serve items that are already prepared, such as cakes, biscuits, hot pies, sausage rolls, and other snacks, ensuring they are presented attractively and served with care.

Assistance During Service: Assist with serving luncheon club attendees, providing prompt and courteous service while adhering to any dietary preferences or special requests.

Cash Handling: Handle cash transactions accurately and efficiently, processing payments and providing customers with receipts as needed.

Cleaning and Maintenance: Maintain cleanliness and tidiness in the cafe area, including clearing tables, sanitising surfaces and replenishing cutlery, condiments etc as needed. Ensure equipment is properly cleaned and stored.

Skills and Qualifications:

- Excellent interpersonal skills and a passion for providing outstanding customer service.
- Ability to take direction and work effectively as part of a team.
- Flexibility and willingness to adapt to changing tasks and priorities as needed.
- Attention to detail and commitment to upholding presentation standards.

- Basic maths skills for processing payments and handling cash transactions.
- Warm and welcoming demeanour, with a genuine desire to make all visitors feel acknowledged and valued.

Time Commitment:

Ainsdale Lunch and Leisure appreciates any time volunteers can commit, whether it be a few hours a week or more. We understand that schedules may vary, and we are grateful for any support provided.

Benefits:

- Opportunity to contribute to a meaningful cause and make a positive difference in the community.
- Gain valuable experience in customer service, hospitality, and teamwork.
- Develop interpersonal skills and build relationships with a diverse range of individuals.
- Join a welcoming and inclusive community of volunteers and staff members.

Note: This role profile is intended to provide a general overview of the responsibilities and requirements for the position of Cafe Assistant at Ainsdale Lunch and Leisure. Specific duties and expectations may vary based on the needs of the organisation and the skills of the volunteer.