



National Memorial Arboretum Role Description Coffee Shop Volunteer

What is National Memorial Arboretum?

The National Memorial Arboretum in Staffordshire is the UK's year-round Centre for Remembrance; it is a place which helps people to reflect and to be inspired, a place where they can celebrate lives lived and commemorate lives lost in service. Located in the heart of the country, in the National Forest, with approximately 30,000 maturing trees and over 380 memorials across a 150-acre site, the Arboretum is a beautiful and lasting tribute to those who have served, suffered and sacrificed on behalf of the Nation.

What does a Coffee Shop volunteer do?

To provide a friendly and welcoming atmosphere where visitors can relax and enjoy great coffee and food on site, be able to provide an insight to our story. Be an ambassador for the Arboretum. Support the Food Service team in the maintaining high standards of customer service, maintaining a welcoming environment for our visitors.

Sample activities: What will you be doing as a Coffee Shop volunteer?

- To be able to interact with visitors in general conversation, to create a relaxed environment.
- Be able to use an Electronic Point of Sale system
- Maintain high level of customer service.
- Able to interact to provide feedback on sale, stock and visitor trends.
- To be part of the Foodservices team to serve customers and maintain high presentation within the Coffee shop area as directed by the Foodservices Management team.
- To ensure prompt and friendly service for all customers.
- To maintain standards of cleanliness of tables, server areas, crockery and consumables as required.
- To actively sell products and to take part in sales initiatives and promotions as required.
- To adhere to statutory regulations and Arboretum policies on health and safety and food safety.
- To follow stock control procedures and to report any suspected losses to Management.
- To actively contribute in the cleaning of the Coffee shop, fixtures and fittings including the outside area.
- To undertake all aspects of keeping storage areas clean, tidy, and in agreed order at all times.
- To report any customer complaints and/or compliments.
- To undertake training as required and taking positive steps to keep abreast of current Foodservice practices.
- To adhere to all statutory and legal requirements in the requirements of sales, for example, the sale of alcohol.
- Ensure that stock and cash is secure at all times and that all transactions are handled in accordance with Arboretum policy and procedure

This may suit people who are:

- Able to communicate clearly verbally, good interpersonal skills
- Committed to acting in line with Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Willing to give a regular commitment of time.
- Pleasant manner
- Capable of dealing with the public
- Be able to be part of a large team and act with initiative
- An understanding of the Arboretums history
- An excellent Ambassador for the Arboretum

What Support will be available to you?

- A step by step process into processing sales, Menus and stock and cash handling
- Training and opportunities for further development
- A handbook to support your volunteering
- Support from the Foodservices team and managers to develop your product knowledge
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us



What do you need to know?

| | |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Time commitment | A regular commitment of time |
| Training/Resources | On going training as required |
| Expenses | Mileage at 0.45p mile between home and the Arboretum will be reimbursed up to a maximum of 60 miles, per return journey, for each volunteering duty day. |
| Extra Information | The minimum age for Volunteer applicants is 16 years old with the exception of Duke of Edinburgh Students from 15 years. Two references are required. |

What is in it for you?

- Interesting and rewarding duties
- An opportunity to meet new people
- A chance to build on existing skills and develop new ones
- Training relevant to role
- 50% discount in our Restaurant when on duty (special terms apply) and free tea & coffee
- 10% discount in our Gift Shop
- Long Service Appreciation Awards
- Weekly 'newsletter 'Newsleaf' to help keep you up to date and Quarterly staff & volunteer presentations
- Volunteer & staff social events
- Volunteer Uniform
- Travel Expenses
- Free car parking (whether on or off duty)

Our values and behaviours

Does the following describe you?

- Passionate about helping all visitors, eager to share your knowledge and experience to help others
- Enjoy and thrive being in teams and with others.
- Have a desire to provide great support in all that you do.
- Committed to being the best you can and to learn and develop new and existing skills.

This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.