



## **National Memorial Arboretum**

### **Role Description: Coffee Shop Volunteer**

#### **What is the 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 25,000 maturing trees and over 400 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.

#### **Coffee Shop Volunteer Role Overview**

The Coffee Shop provides a friendly and welcoming atmosphere where visitors can relax and enjoy great coffee and food on site. Our Coffee shop Volunteers add to this by being able to provide an insight to our story, be an ambassador for the Arboretum and support the Food Service team in maintaining high standards of customer service.

They:

- Are able to interact with visitors in general conversation, to create a relaxed environment.
- Are able to use an Electronic Point of Sale system
- Maintain high level of customer service.
- Are able to interact to provide feedback on sale, stock and visitor trends.
- Ensure prompt and friendly service for all customers.
- Maintain standards of cleanliness of tables, servery areas, crockery and consumables as required.
- Actively sell products and to take part in sales initiatives and promotions as required.
- Adhere to statutory regulations and Arboretum policies on health and safety and food safety.
- Follow stock control procedures and to report any suspected losses to Management.
- Actively contribute in the cleaning of the Coffee shop, fixtures and fittings including the outside area.



- Undertake all aspects of keeping storage areas clean, tidy, and in agreed order at all times.
- Report any customer complaints and/or compliments.
- Undertake training as required and taking positive steps to keep abreast of current Foodservice practices.
- 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

### **Who will this role suit?**

Individuals who:

- Are able to communicate clearly verbally, and have good interpersonal skills
- Are committed to acting in line with Royal British Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Are willing to give a regular commitment of time.
- Have a pleasant manner
- Are capable of dealing with the public
- Are able to be part of a large team and act with initiative
- Have an understanding of the Arboretums history
- Are 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
- A structured training and induction pack, to guide your development and build confidence in relevant knowledge
- Continuous support from your line manager
- Support from the Foodservices team and managers to develop your product knowledge
- A volunteer agreement that outlines both our expectations of you and what you can expect from us.



### **Key Information**

- We ask for a regular weekly time commitment (e.g. one day per week).
- Travel expenses between home and the Arboretum may be claimed at a rate of 45p per mile, up to a maximum of 60 miles per day). These will be paid by BACS monthly.
- Must be over 16 years of age.
- Volunteering agreement will begin upon receiving two satisfactory references.

### **What is in it for you?**

- Interesting and rewarding duties
- Meet new people and make new friends
- Training relevant to your role
- 50% off in the Restaurant on food cooked on site whilst on volunteering duty
- 20% in the retail shop whilst on duty
- Mileage expenses
- Long service awards
- Team events and socials
- Free car parking, when on or off duty
- Free uniform, including name badge, car parking pass and access card/ lanyard
- Weekly newsletter 'Newsleaf'
- Access to our volunteer system Better Impact to be completely in control of your own time

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