**Courtyard Café & Bookshop Volunteer Description** 

**Why volunteer at Union—**

Volunteering in the Courtyard Café and Bookshop offers the opportunity to engage with the local community and to learn new skills. We’re looking for friendly people to help us deliver quality customer service and carry out the daily operations of the Café. Volunteers are integral to the running of the Café and your generosity in committing your time to us is greatly appreciated.

**Responsibilities include—**

* Operating the till and completing transactions for the café & bookshop
* Passing food orders to the Kitchen
* Making filter coffee and espresso drinks
* Delivering drinks and food orders to customers
* Cleaning tables and keeping the workspace clean
* Replenishing stock
* Completing the throw-away list at the end of the day
* Processing bookshop purchases on the till
* Closing the café and preparing for the next day (cleaning equipment & locking up)
* Collecting & distributing post
* Welcoming guests & directing them around the Ministry Centre

**Policies and training to be aware of—**

* Volunteer Policy and Agreement
* <https://www.ust.ac.uk/admissions/procedures>
	+ Health and Safety, Code of Conduct, Safeguarding
* Health and Safety Training
* Food Hygiene Training
* Barista duties task list for opening/closing café and service during the day