



## **Coffee Shop Volunteer Job Description**

Our catering provides a service to passengers at our Coffee Shop at Bodmin General and occasionally on our Bar and Buffet on board the train. We also provide catering facilities at our special events. In addition, we can offer catering for private bookings.

If you enjoy meeting people in a friendly but often fast paced atmosphere, are numerate and of smart appearance, whether you are single, or a couple who wish to enjoy their hobby together, then you may well enjoy working with us. No previous experience is required as training will be given.

The day begins about an hour before the first departure of the train. You will ensure that the coffee shop is correctly stocked and the necessary equipment is on and working.

Most duties in the department include selling refreshments at the Coffee Shop at Bodmin General. This includes preparing hot drinks, using the till and keeping the displays stocked. Most of the food items on sale are ready-packaged such as crisps and chocolate.

All of the duties include washing up!

Handling of cash and completing end of day returns is necessary but again training is given. You will be teamed with experienced staff until you are comfortable with the procedures.

### **Training:**

As a food environment there are regulations to be complied with. These are not onerous and essentially common sense. There is in-house training to cover this as well as the duties and operating procedures.

### **Things to Know:**

The basic uniform is black trousers and a plain coloured top, with comfortable shoes. Aprons will be available to wear.

You can expect to stay on your feet for long periods of time, however there will be the opportunity for breaks and lunch to take a rest in the staff crib hut.

The Railway Catering Service is a major fund raiser for the railway and our volunteer work is highly valued. In return you are expected to act responsibly in the small unsupervised teams, use your initiative if necessary and to work on the days that you have volunteered for. Rostering is achieved via the Heritage Operating Processing (HOPS) web site.