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|  | **The National Tramway Museum - Volunteer Role Description** |

**Role: Catering Volunteer**

**Responsible to:** Retail and Catering Manager (RCM)

**Hours:** 10am to 4pm

**Purpose of role:**

To assist the RCM in providing catering services through the various catering outlets, including the Tea Rooms, Red Lion and ice cream kiosk

**Specific role:**

To undertake duties as directed by the RCM including, but not limited to:

Tea Rooms:

* Table clearing – ensuring tables are cleared and cleaned in a timely manner, ready for the next customer
* Food preparation – help with the preparation of food (depending on having Food Hygiene Level 2 in Food Safety)

Red Lion:

* Table clearing – ensuring tables are cleared and cleaned in a timely manner, ready for the next customer
* Glass washing – Ensuring glasses are washed and returned to the correct location
* Restocking and stock rotation
* Waste disposal – Checking and emptying of bins in the kitchen and bar areas
* Customer care – answer any questions from customers.

Please note – This role may require a high proportion of standing and some lifting

**The ability to talk to visitors is essential**

**General Role:**

* To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
* To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
* To work within the guidelines of the Volunteer Policy and related organisational policies (i.e. Safeguarding, Health and Safety, Equal Opportunities, Access, etc)

**Relevant qualities:**

* An enthusiastic attitude, self-reliant and responsible
* An interest in working with people
* Reliability and flexibility
* Excellent interpersonal skill with a pleasant friendly manner and patient under pressure
* An interest in the work of museums, tramways and social history
* Experience of / willingness to work as part of a team

**Desirable skills and experience**

* Previous experience of front facing customer care
* Previous catering experience