

Handbook Contents

One of our volunteers said of their experience at the Hub:

“I’ve had a great boost to my confidence. It has shown me I am still able to learn and pick up new skills.”

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Welcome to the team at Lordship Hub and thank you for volunteering with us!

About Lordship Hub

Lordship Hub is a popular destination and is an invaluable base for a variety of classes, courses and community events and for voluntary groups active in the park. It is run by and for local people and so we say it is a *community building in every sense*. It is run by the **Lordship Hub Co-operative** and membership is open to all, to allow all staff, volunteers and users to have an equal say in the way the Hub is run.

We welcome new active members because it is important to us that everyone feels able to make suggestions, voice criticisms and put forward positive solutions. We want to achieve a positive vision for Lordship Hub, Lordship Rec and the whole neighbourhood.

If you would like to find out more about Lordship Hub then you can visit our website: www.lordshiphub.org.uk.

What you can expect as a Lordship Hub volunteer

We wrote this handbook to lay out what you can expect from us and what we expect from you to make your time volunteering here at the Hub a positive experience.

As a volunteer you receive a general induction to the Hub and will be allocated to a Café Manager, who will oversee your skill development and training. If there are any issues or problems, please speak to the Café Manager on your shift in the first instance, or speak to the Volunteer and Training Co-ordinator in the office.

We are always here to listen and really appreciate your commitment to volunteering. We will endeavour to make your time here as valuable and enjoyable as possible and look forward to a positive working relationship.

We believe in mutual respect and care, treating all people as we would like to be treated ourselves.

This handbook belongs to:

Cafe Manager/Supervisor:

Volunteer/Training Coordinator:

The role of a Café assistant



To help with the preparation of food and display.



To welcome Hub users to the Café.



To take food and drink orders from the customers.



To serve food and drink to customers.



To take payments for food and drink.



To clear up, wash up and keep the Café and kitchen clean.

My check list

1 My volunteer session/s is/are:

.....
.....

2 I know the dress code.

3 I know to keep my valuables in a locker.

4 If I can't make a session then I will contact:

.....

5 I know where the fire exits are and what to do in the event of a fire.

6 I know the kitchen rules.

The basics

Daily routine

- To gain access to the Hub when the doors are locked in the morning, press the bell on the right of the front door and someone will come and let you in. The bell on the entry pad only sounds in the office and the door will be opened via intercom if someone is in there. The door needs to be pulled strongly to open.

- Sign for a locker key in the office and leave any valuables in a locker. Ask for access to the store room to get an apron and to hang up your coat.



- Dress code: Please wear appropriate footwear (no open toes). To minimise the risk of skin burns there should be no exposed gap between bottom and top garments but short-sleeved tops are acceptable. Shoulder-length hair needs to be tied back and long hair needs to be put up.



- Collect your name badge.
- Wash your hands in the hand washing sink.
- Follow the instructions of the Café Manager on duty.
- Follow the kitchen rules (see following page).
- At the end of the day put your apron in the box under the sink in the kitchen, collect your valuables and sign your locker key back in at the office.



Kitchen Rules

- No outdoor jackets, coats or bags in the kitchen.
- Apron to be worn at all times.
- Follow the dress code including for your hair.
- No eating in the kitchen.
- Keep coffee machine clear and clean at all times.
- All personal drinks to be consumed and stored away from food prep and hot drink areas (on shelf above washing up sink is best).
- No swearing or inappropriate language.
- Anything frozen must be labelled on day of freezing.
- Anything defrosted must be labelled on day of defrosting.
- Everything in the fridge must be labelled, dated, covered or put in an air tight container in the correct part of the fridge.
- Any special requests from customers are at the cafe manager's discretion.
- Do not deviate from the instructions provided for prepping and plating up food (unless for dietary requirement).
- Any wastage (spilled or dropped products) must be mentioned to a cafe manager and recorded.
- Wash hands after all breaks, after having consumed food, after handling money or raw eggs or meat.

 **Treat others how you wish to be treated** 

Hygiene

It is important to follow the hygiene and safety rules because we are serving the public and are responsible for their safety as well as our own.

- Always keep surfaces clean and disinfect when necessary throughout the day.
- Always use the correct colour cloths for the correct purposes. (Blue is used for the kitchen, Pink for the cafe area outside the kitchen).
- Always use appropriate chopping boards when cutting food; see colour coding list above the sink in the food prep area.
- When handling meat/fish/eggs always wash your hands with soap after use and be particularly meticulous in cleaning any surface or item which has made contact with the meat/fish/eggs.
- Always check the dates and quality of a product before using it.
- Always return prepared food to the fridge as soon as you have finished using it.
- Always keep refrigerated items in their relevant place in the fridge/freezer.
- Do not use the little hand wash sink for food preparation; it is purely for washing hands!
- If you have recently been ill inform the Café Manager so that they can assess any danger to you or to customers of your return to the café.



Safety

If you are unsure about anything always ask the Café Manager.

- Sharp knives should never be left in the washing up sink.
- Do not use a machine until you have been shown how to use it. You may injure yourself or accidentally damage the machine.
- The coffee machine gets very hot and be careful not to scold yourself when using it.
- Be wary when picking up any metal tray as it may be hot.
- Keep water away from electricity at all times.
- If any glass or ceramic breaks, sweep it up and do not touch it. Carefully wrap it in paper to put it in the bin.
- The First Aid box is on the window sill by the sink and for kitchen use only; always use blue plasters in the kitchen and fill out the plaster sheet in the First Aid Box.
- Redirect people with injuries to the office first aid kit. If anybody is bleeding they need to be sent out of the kitchen immediately.
- Ensure you know where the emergency gas switch off point for the cooker is and where the fire blanket is and how to use it safely.
- Please make sure you know where the fire call points and fire exits are. In the event of a fire get out of the building as safely as possible and go to the assembly point at the paddling pool. Wait there until you have been registered.



In the Café

The Café opens at 11am (or sometimes 10am at weekends), but preparation in the kitchen starts at 9am. The Café stops serving hot food at 4pm and closes at 5pm.



Setting up the Café in the morning

1. Arrange tables and chairs in the café.
2. Spray all surfaces with sanitiser and wipe with blue roll.
3. Prepare for the day:
 - a. Put out cakes, snacks, fruit and crisps.
 - b. Restock the take-away cups, lids and sleeves.
 - c. Put out water, milk, cups, sugar and spoons at the coffee station and restock the serviettes and other cutlery.
 - d. Restock the cold drink fridge if needed.
 - e. Take an overview of the café area and make sure that everything looks clean, tidy and well stocked. Make sure highchairs are all clean.
4. Prepare the outdoor area:
 - a. Put outdoor furniture on the terrace.
 - b. Put the small bin on the terrace and fill dog water bowl.
 - c. Check the outdoor bin area, wipe tables.



Assist the Café manager with general food preparation as required and follow instructions as given.

Throughout the day in the Café

- Wash your hands in the handwashing sink with antibacterial wash;
 - a. after a break
 - b. after visiting the toilet
 - c. after handling high risk foods (*raw* meat, fish and eggs)
 - d. after handling *cooked* meat and fish
 - e. between handling money and preparing food and drink.

There is a bottle of anti-bacterial hand wash next to the till.

Always keep handwashing sink clear and *do not* put any washing up in it

- Sweep café and kitchen floor when necessary
- When you enter the customer area always remember to look out for things you can do while you are there:
 - Remove rubbish and any used/dirty cutlery and plates.
 - Wipe down empty tables.
 - Clean used highchairs.
 - engage with customers and check that everything is ok?
 - Check the coffee station is clean, tidy and well stocked.
 - Ask customers politely to move prams/scooters etc. if they are causing an obstruction.
 - If you are not busy, tidy up book shelves and leaflets.
- Clear Café tables after customers leave.
- Put the rubbish into the relevant bins:
Most rubbish goes into the kitchen bin with the black bag.
Compost bin: Coffee, tea bags and vegetable waste.



- Wash up dirty dishes. Use the sink stopper to prevent the plumbing system from clogging up.
- Then load the washed dishes in the dishwasher.
- Dry clean dishes; clean tea towels are available in the store room.
- Put dishes away; labels on the shelving units show you where to put what, or ask one of the café managers.
- Change the water in the sink and wash/scrape the sink whenever necessary.
- Take rubbish out to the bin area whenever needed; cardboard needs to be flattened and tied or taped together.
- Wipe down kitchen surfaces often and sanitise.
- If customers report any problems with the toilets eg blockages or lack of toilet paper, please inform the manager or other member of staff.
- Fill bags with duck food.

Clearing up in the evening

1. Stop serving hot food at 4pm or earlier at Manager's discretion.
2. Switch off the grill. Wait for it to cool down. Pour hot water from a jug onto the hot plates and leave for a while to dissolve any grease. Gently scrape off any debris and wipe down.

The following can be done after 4pm

- Cooked food must be covered, dated and put away in the correct place in the fridge.

- Countertop fridge to be cleaned.
- Clean down the sandwich section.
- Cooker (once it is cool): clean top and wash all removable parts in the sink. Oven and doors to be cleaned.
- Microwave – power to be switched off – cleaned inside and outside with sanitiser.
- Clean low open shelves.
- Clean all cupboard doors.

After 5pm

1. Stop serving drinks and snacks and close the front door and terrace gate.
2. Clear the terrace – table and chairs to be cleaned, then stacked against the wall.
3. Clean the rest of the Café – clean tables, highchairs and coffee station and generally tidy up.
4. Clean kitchen fridge handles and exposed surfaces.
5. Check all food in the fridge is properly labelled and that any out-of-date food is thrown away (check with manager).
6. Clean kitchen door-handle.

Cleaning Surfaces

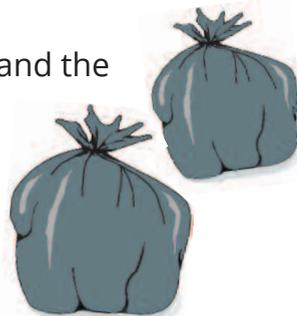
Surfaces need to be cleaned in the following way:

1. wipe all surfaces with hot soapy water and sponge
2. dry with blue roll
3. spray with sanitiser and wipe with blue role

7. Clean coffee grinder - two trays to be removed and washed at sink - all used coffee to be discarded in food waste.
8. Clean all countertop sections (see clearing up box above).
9. Sink stoppers, sinks, taps and surrounding area to be cleaned and dried.

Leave till last

1. Take out all the rubbish from the café and the kitchen including cardboard boxes.
2. Boxes need to be broken up and tied or sellotaped together.
3. Make sure cooker wall switches are turned off.
4. Empty and clean the dishwasher. The Café manager will show you how to do that when you start volunteering.
5. Make sure kitchen and cafe windows are closed.
6. Sweep the floor – including under the units, fridge and sink
7. Mop the kitchen floor and empty the bucket
8. Please place your apron in the box under the kitchen sink and sign out.



The Role of Café Volunteer

Volunteers usually attend one or more sessions of 4hrs each.

The Role involves assisting the Hub team in the Kitchen and/or Café.

- helping with food preparation and food display
- welcoming customers and Hub users
- taking food and drink orders from customers
- serving food and drink to customers
- taking payments for food and drink
- clearing up and cleaning.



The following skills would be helpful:

- The ability to get on with people and a friendly approach.
- An interest in learning new skills and sharing those with others.

We will provide a meal and a drink during the session.

What to do if you can't make a session:

If you can't make a session it is *very* important that you let us know as soon as possible so that we can hopefully find a replacement.

- If giving us advance notice of an appointment or holiday email the volunteer coordinator and the cafe managers at: **kate@lordshipub.org.uk** and **cafe@lordshipub.org.uk**
- If you are unwell or have just found out that you cannot make your session, please call our Mobile or the Hub office to talk to a member of staff.

Mobile: 07735 139528 or Office: 020 8885 5684

How to Use the Till

The iPad should be open on the iZettle app. If it is not, or you are not sure, then ask a cafe manager or a member of staff for help.

All items on our menu are sorted in categories on the iPad e.g. teas and coffees are all in the *hot drink* section, crisps and chocolates are in the *snacks* section etc.



- Find the category you are looking for and touch the square
- Find the particular item by swiping left to right and press once, or several times e.g. three times, if the customer wants to buy three of the same item
- Items entered will be displayed on the right hand side of the screen.

Rectifying mistakes

If you have made a mistake you can delete the 'wrong item' by selecting it and holding your finger on it and swiping to the left

- You can adjust the amount of a specific item by tapping on the item and then removing the item one by one by pressing the minus sign then press ok to confirm.

Once all items have been entered correctly press the 'charge button' in the bottom right hand corner.

- The amount required will show on the screen
- Ask the customer if they would like to pay by cash or card.

We accept card payment for anything over £1

Paying with cash

- take the cash from the customer, press the 'cash button' and enter the amount they have given you
- the change due will be displayed in green (small writing) underneath the amount due
- the till will open automatically - take the cash out of the till
- press 'done' and close the draw.



Double check the amount by counting out loud when giving the change to the customer.

£50 notes need to be checked by a Café Manager

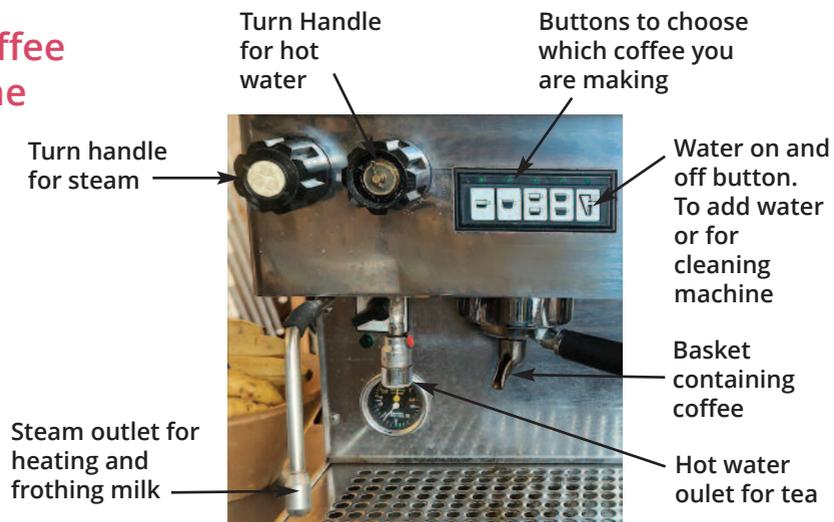
Paying by card

- press the 'charge' button and hand the customer the iZettle card reader, where the amount due is displayed
 - a) Contactless cards/iPhones (for amounts between £1-£30) just need to be tapped on the top of the iZettle. Ask for customers' permission. This takes a few seconds and all the lights at the top of the card reader will go green
 - b) Other cards need to be put into the bottom of the card reader, chip first and facing up and ask the customer to enter the PIN. Once the display shows 'approved', the transaction is completed. If the customer would like a receipt, swipe to the right
- press 'done'.



Making Coffee – Hub Style

The Coffee Machine



The Coffee: Different types of coffee need different baskets, single or double. Fill the basket from the grinder. Press single or double shot buttons depending on what coffee you are making. Press down the coffee so it looks flat but do not pack it down too much or the water will take too long to drip through and not too little or the water will come through too quickly and the coffee will be weak.

The Milk: The customer may request full fat Milk (blue top), skinny/ Semi-skimmed Milk (green top) or Soya, Oat or Almond milk. There are colour coded jugs for different kinds of milk: Soya Milk **BLUE**, Oat Milk **PURPLE**, Almond Milk **ORANGE**, Cow's milk **BLACK**

Making good Froth: With enough cold milk in the steel jug, place the steam outlet half way into the milk and turn steam on full. Move the jug up and down about 6-8 times for about 10 seconds but don't let the steam outlet come above the milk as this will spatter milk and make large bubbles you don't want. Keep the steel jug at an angle and keep the steam nozzle near the edge of the jug. Keep the milk circulating in the jug. The process should be fairly silent if you have the steam nozzle in the right place so if it is too noisy move the jug up or down to get it to the right place. When the milk has risen about 50% of its original size move the nozzle lower down in the jug to heat the milk until the side of the jug feels just too hot for you to keep your hand on. Once froth has been made remove from the steamer, swirl the milk round and tap the jug a couple of times.

The only way to make perfect foam is to PRACTICE!

Which cup and which button

(always ask the manager if you are not sure)



Coffee Type	Basket	Cup	Buttons	Description
Single Espresso	Single basket	Small black cup	1	Very small black coffee Pack coffee fairly tight so water drips through slowly
Double Espresso	Double basket	Small black cup	3	Small black coffee Pack coffee fairly tight so water drips through slowly
Americano (black or white)	Double basket	Small black cup	4	After coffee, if customer wants it white, ask if they want cold or hot milk.
Cappuccino	Single basket	Small black cup	1	Small frothy coffee. This should be one third coffee, one third milk and one third foam. (Ask if customer wants chocolate on top)
Babyccino	Single basket	Small black cup	1	is like a cappuccino but with NO coffee and half cold milk so that a young child can drink it. (Ask if customer wants chocolate on top)
Latte	Single basket	Tall white cup	1	Tall milky coffee. Mostly milk with a bit of foam on top
Single Macchiato	Single basket	Small black cup	1	Black coffee with a thin film of foam on top but no milk.
Double Macchiato	Double basket	Small black cup	3	Black coffee with a thin film of foam on top but no milk.
Flat White	Double basket	Small black cup	3	Like a smaller, stronger latte with milk but very little and dense foam
Moccha	Single basket	Small black cup	1	Like a Latte but mix in a teaspoon of chocolate with the coffee
Hot Chocolate	Single basket	White cup	1	Put a heaped measure of chocolate in a the cup and stir in heated milk. If for a child, then add some cold milk to cool it.



Suggestions, ideas, Complaints & Procedures

A listening culture

At the Hub we take great care to create a welcoming and listening environment. We want your volunteering experience to meet your needs. If you feel the role is not working for you or there are any problems or difficulties, please let the Volunteer Co-ordinator know.

As mentioned opposite, we will hold regular reviews where you will have the opportunity to make suggestions or discuss anything. There is a wallet for suggestions pinned on the Volunteering notice board. But please speak up on any issues that come up between reviews.

A fair culture

We will treat you fairly and respectfully and we also expect you to treat staff, fellow volunteers and our service users with respect and will not tolerate inappropriate behaviour. If there are any issues, we hope that most things can be sorted out there and then by talking it through, but if this does not work we will follow our disciplinary procedure for volunteers.

Becoming and Being a Volunteer

- At your induction you will be asked to supply a reference.
- You will be given two trial shifts.
- The trial shifts will be followed by a review with the Café Manager who has been allocated to you and the Office Manager.
- You will be given a progress sheet which will be kept in the blue folder in the kitchen. Please work with your assigned cafe manager to make sure everything on the sheet is covered.
- At the end of your 3 months probation period you will have a review with the Café Manager and Volunteer Co-ordinator.
- Long-term volunteers will be able to do certificated training such as food hygiene and/or first aid.
- Volunteers are able to claim Time Credits from the start.

**We hope you will
enjoy your time
volunteering at
the Hub!**