**St Georges Uniting Church**

Historic church building

**07/02/2025**

**Community Pantry**

**Front of House Role Description**

**“Food Free & Friendly”**

This volunteer position is required each Thursday during the serving of refreshments, 10am – 1pm. The kitchen is occupied by the chef/ food supervisor and kitchen assistant, the **Front of House** person welcomes patrons and offers those seated items on the menu and serves their choices.

**ESSENTIAL:-**

* Ability to work as a team member
* Have your current food handling certificate
* Respond to instruction from the kitchen chef and assistant.
* Acts as a waitress or waiter to those seated.

**Tasks; -**

* Welcome all patrons, your role will overlap somewhat, according to demand with *Meet and Greet - Welcoming*
* Be aware as to who are the rostered Meet & Greet persons, *Welcoming* and *Pastoral Care,* for the day.
* Inform patrons that the refreshments served are free or by donation.
* Offer morning tea and/or light-lunch items as listed on the menu.
* Politely decline takeaways, inform of Friday hampers and deliveries if appropriate. Issue a Community Pantry Flyer if necessary, as it contains contact details for this additional service. Make sure the *Takeaways* sign is displayed. (the sign is kept in Pantry signs folder in filing cabinet in kitchen )
* Convey requests for menu items to kitchen staff. There is an order book if specifics maybe forgotten or you are very busy.
* Deliver the food items to those seated with appropriate utensils and serviettes.
* Be conscious of safe work practice especially whilst delivering hot items to tables.
* Offer and serve tea/coffee if time allows or help facilitate self-serve.
* Inform patrons that they may wish to retain their bread and butter plates for additional items. Aim being to reduce washing up by practical measures
* N. B. although difficult to convey the intention is that patrons receive either morning tea or light lunch as one serve, at times seating becomes a premium. …..  
  suggestion might be to offer tea/coffee outside if you lack space for others to be seated?
* Collect dirty dishes
* There is a blue tray outside the kitchen for accumulating dirty dishes
* Wipe tables as required
* Cleaning items should be reserved outside of kitchen if possible for this purpose.
* .

**(The tasks below may be undertaken by a second person particularly if you are busy or overwhelmed, if you need help ask your supervisor as to who could step into this role. Note it could be the supervisor who steps up: -**

* Clear tables of used utensils, plates, cups tec.
* Wipe tables between patrons
* Place used items in blue trays provided outside kitchen  
    
  Enter kitchen only with the consent of kitchen staff.
* Convey positive and helpful feedback to kitchen staff.
* It is suggested that you have own lunch or refreshments during a lull in service demands before 1pm. You may request the kitchen assistant or second person may stand in whilst you take a break.
* If the kitchen staff vacate the kitchen for break or leave early, you may wish to enter kitchen to take in dirty dishes to stack the dishwasher or sort. Continue to follow the chef’s guidance. Remember we have a Clean Up Team who start at1pm, – you don’t have to do all the kitchen clean up or dishes.
* Pay attention to the level of water in the urn, request the careful top up with kettle of hot water from Zip water heater by kitchen assistant if required. **Manage safety aspects of proximity of patrons whilst this occurs.**
* Request milk, sugar etc if required from kitchen assistant. Ensure the milk is kept cold by using the receptacle with icepack.
* After 1pm the Clean-Up Team is activated, by then your duties may be completed.

**THANK YOU FOR YOUR SERVICE TO THE PANTRY AND COMMUNITY**

* Initially the sorting of kitchen dishes etc may be appreciated. Offer to the Kitchen Clean Up Person if you have time and would like to do so.

The **Kitchen Clean Up Person** is responsible for: -

* Removal of any food scraps from hall servery to green bin.
* Prioritises the cleaning of dishes and cookware, and additional related procedures.   
  The **1pm Clean-Up Hall, Pantry,Till Team is responsible for:-** .
* Hall, table tops, chairs, floor, bathroom and Pantry Shop clean up.

**DESIRABLE: -**

* Observing and assisting to provide a happy and safe environment for patrons and volunteers. This applies to the physical and emotional environment for all.
* Referral to your supervisor if tasks are beyond your comfort level, time allowance or scope of training.
* If you are feeling unwell, physically or mentally, speak to the supervisor promptly if you feel you need to leave, so the situation can be managed well for all.
* Refer to your supervisor if this role description requires discussion, i.e. modification as circumstances change. Revisit your initial volunteer agreement and induction process as required. N.B. dress code, name-tags etc
* Exercise self-care, ask for help if needed.
* Be open to suggested subjects relevant to the ongoing training and personal development and the enjoyment of all pantry volunteers
* Share your good ideas with others, we all aim to promote ongoing improvements to our level of service to community

All roles descriptions are retained as Master copies, in the kitchen filing cabinet in a red hardcover folder. These documents are also freely available as digital copies and can be emailed to you by request. Hard copies can also be provided. There is a photocopier in the hall. The link to web site copies is or at the bottom of the site <https://eden.uca.org.au/eden-community-pantry/> or search for “Eden Community Pantry”.

Pam Skelton, chairperson,

Garden of Eden Community Project sub-committee of Eden Uniting Church.