

Maximo's Deli Helper Volunteer Role Description

Are you passionate about customer service and eager to gain experience in a professional catering environment? Join us as a Maximo's Deli Helper Volunteer and contribute to our vibrant deli at the Lemington Centre. This volunteer opportunity offers you the chance to engage with customers, assist in the kitchen, gain experience in the industry and help maintain a welcoming environment for all visitors.

Responsibilities:

1. Customer Interaction:

- Greet and interact with customers, ensuring they have a positive experience.
- Serve customers efficiently and with a friendly demeanour.
- Address customer inquiries and provide information about menu items.

2. Table and Deli Maintenance:

- Clean and sanitise tables and seating areas to maintain a tidy environment.
- Ensure the deli area is organised and well-presented.
- Assist with restocking supplies and keeping the deli area well-maintained.

3. Kitchen Assistance:

- Support kitchen staff with food preparation and basic cooking tasks.

- Help with cleaning and maintaining kitchen equipment and surfaces.
- Follow all health and safety guidelines to ensure a safe working environment

4. Till and Barista Training:

- Receive training to use the till for processing transactions.
- Learn barista skills to prepare and serve various coffee and tea beverages.
- Handle cash and card payments accurately and efficiently.

Requirements:

1. **Customer Service Skills:** Strong communication and interpersonal skills, with a friendly and approachable demeanour.
2. **Reliability and Punctuality:** Reliable, punctual, and committed to volunteering regularly.
3. **Organisation:** Organised and able to manage multiple tasks efficiently.
4. **Health and Safety Awareness:** Understanding of basic health and safety protocols in a catering environment.

Join Us:

If you're passionate about customer service, eager to learn, and enthusiastic about making a difference, we invite you to become a Maximo's Deli Helper Volunteer. Apply now and be part of a dedicated team, gaining valuable experience and contributing to the wellbeing of our community!

Benefits:

1. **Professional Experience:** Gain valuable experience working in a professional catering environment.
2. **Training:** Access training such as Information Governance, Equality and Diversity, Safeguarding, Walk Leader and Making Every Contact Count (MECC), enhancing your skills and knowledge.
3. **Skill Development:** Develop customer service, communication, and organisational skills.
4. **Contribution to Community:** Make a positive impact on the community by providing excellent service at the deli.
5. **Support and Development:** Receive ongoing support and development opportunities throughout the volunteer role.
6. **Expenses Covered:** All commuting travel costs and refreshments are covered and can be claimed back.
7. **Access to Gym Facilities:** Enjoy free access to onsite gym facilities at Healthworks during your volunteering period.

Application Process:

If you are interest in this volunteer role, please submit an expression of interest outlining relevant experience and skills. The expression of interest forms can be found on the [volunteering page of our website](#) or at one of our Healthworks Centres in Benwell or Lemington. Successful candidates will be invited for an informal chat to discuss suitability and expectations further.

Further information and contact details:

- Visit our website: www.healthworksne.org.uk
- Email: afifa.ahmed@hwn.org.uk
- Visit The Health Resource Centre:



Adelaide Terrace, Newcastle upon Tyne, NE4 8BE, 0191 272 4244

- **Visit The Lemington Centre:**

Tyne View, Newcastle upon Tyne, NE15 8RZ, 0191 2641959

