



## The National Tramway Museum – Catering Team

**Responsible to:** Retail and Catering Manager

**Hours:** 10am to 4pm or 10am to 1pm and 2pm to 4pm

### **What will you do?**

As part of our Catering Team, you can help in any of our catering outlets, whether that's our newly built café, the ice cream kiosk or our very own pub, the Red Lion.

#### In the Café and Kiosk tasks can include:

- Serving visitors & taking card/cash payments.
- Preparing food if you have a Level 2 Food Hygiene Certificate.
- Clearing tables and general café tasks.

#### In the Red Lion

- Serving visitors & taking card/cash payments.
- Glass washing & waste disposal.
- Restocking and Stock rotation.

### **What do you need to know?**

- Sometimes there will be periods where you may have to stand for a long time however, we will endeavour to adapt the role to suit your individual needs.
- As this is a retail role, you will need to be comfortable handling cash/card payments and giving change. You will receive full training on our card machines/tills.

### **This role will suit you if you:**

- enjoy meeting and talking to people. This is a visitor facing role and the ability to talk to visitors is essential.
- like working as part of a team.
- have retail, customer service, or catering experience, although this isn't necessary.
- have excellent interpersonal skill with a pleasant, friendly and patient manner.

### **What do we provide?**

- Full support and guidance from the Retail & Catering Manager.
- A dedicated volunteer space with a kitchen & hot drinks machine.

### **What do we ask of you?**

- 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 and procedures.
- We realise that there are times when your plans may have to change. If you are unable to attend, please let your department head know as soon as possible.