

# Volunteer Role Profile

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<b>Role title:</b>	On-train Catering Assistant
<b>Department:</b>	Catering
<b>Responsible to:</b>	Catering Manager
<b>Hours:</b>	Generally mid-week on a Wednesday (for groups) or Saturday evening (Murder Mystery) or Sunday Lunch (Pines Express dining trains).
<b>Purpose:</b>	To assist the catering team with laying tables, the service of food and drink and clearing/washing up on the train.

## Main duties and responsibilities:

- Assist the catering team with laying up the train prior to use. Liaise with the Catering Manager as necessary to obtain final numbers.
- Assist with the service of food and drink (including hot drinks and meals) on the train whilst it is in motion. Clear tables after each course.
- After the event assist with clearing the carriages and cleaning the tables / chairs.
- Assist the customers, show them to their seats, impart information on an informal basis and answer questions as required.
- For Sunday Lunch and Evening dining trains liaise with the office to obtain the Host list of customers, greet them on arrival and show to their seats. Report to the Catering Manager to confirm final numbers and no-shows.

## Training:

You don't need to have lots of knowledge, just an enthusiasm for meeting the public and being happy to serve food and drink on a moving train.

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- The required standard for how to lay up the tables and serve food
- Food Safety

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Avon Valley Railway polo shirt / waistcoat). To comply with hair, jewellery and uniform policy
- adhere to all food safety, health & safety and fire procedures
- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be punctual and responsible
- work well with the team as well as on your own initiative
- be confident when meeting new people and communicate well

### **Benefits of volunteering:**

All of our volunteers are members of the Avon Valley Railway Heritage Trust and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted travel on our usual steam and heritage diesel train services
- Discounted purchases from the Gift Shop and Buffet (Buffet only when you're on duty)
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway heritage alive in the Avon Valley