

# MILLMERRAN & DISTRICT HISTORICAL SOCIETY INC

24 CHARLOTTE STREET  
MILLMERRAN Q 4357

Tel. No. 0402 576 453  
millmerran\_historical@hotmail.com  
www.millmerranmuseum.com.au

## VOLUNTEER ROLE DESCRIPTION

### MUSEUM CAFE ASSISTANT

#### 1. CUSTOMER SERVICE

Greeting and Assisting Patrons: Welcome customers warmly, answer questions about the menu, and provide information about the museum, if needed.

Taking Orders and Serving: Accurately take customer orders, relay them to the kitchen (if applicable), and serve items efficiently and courteously.

#### 2. FOOD AND BEVERAGE PREPARATION

Preparing Simple Foods and Beverages: Assist in preparing or plating simple items such as cakes, sandwiches, and hot/cold drinks.

Filling and Maintaining Urns: Ensure tea and coffee urns are filled and kept warm, replenishing them as needed throughout the day.

Safe Food Handling: Follow hygiene and safety practices, such as washing hands frequently, wearing gloves, and following proper food storage and preparation guidelines. (write up guidelines)

#### 3. CLEANING AND MAINTENANCE

Sanitizing Surfaces: Regularly clean and sanitize counters, tables, and other surfaces, ensuring a clean and welcoming environment.

Dishwashing: Assist in washing dishes, utensils, and other equipment used in the cafe, following hygiene and safety protocols.

Clearing and Setting Up Tables: Clear tables promptly after use, wipe them down, and set them up with necessary items like napkins, cutlery, and condiments.

#### 4. INVENTORY AND STOCK MANAGEMENT

Restocking Supplies: Ensure that items such as napkins, cutlery, condiments, and other necessities are readily available for customers.

Monitoring Stock Levels: Keep track of supplies and inform the supervisor if items need to be reordered, like coffee beans, milk, or other consumables.

#### 5. HEALTH AND SAFETY COMPLIANCE

Following Food Safety Guidelines: Adhere to food handling and hygiene regulations, ensuring that all food items are stored and served safely.

Ensuring Cleanliness Standards: Maintain a tidy workspace and promptly address any spills or hazards, keeping walkways and food preparation areas safe for everyone.

#### 6. ASSISTING WITH SPECIAL EVENTS

Supporting Events and Functions: When the museum hosts special events, help set up and serve, providing excellent customer service and assisting with event-specific tasks.

Assisting with Additional Setup: Aid in arranging chairs, tables, and displays as needed for events, ensuring the area is well-prepared for guests.

#### 7. WASTE MANAGEMENT AND RECYCLING

Disposing of Waste Properly: Sort and dispose of waste following the museum's recycling and waste management policies, keeping the cafe environmentally friendly.

Cleaning Bins and Surrounding Areas: Regularly empty waste bins and ensure the surrounding areas are kept clean and odour-free.

Each of these tasks contributes to a positive experience for museum visitors, maintaining a welcoming and clean cafe environment. Volunteers are encouraged to work as part of a team, supporting fellow volunteers and enhancing the overall visitor experience at the museum.

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