

Freshford Lane  
Freshford  
Bath BA2 7UR  
Tel 01225 723249  
Email  
manager@galleriesshop.co.uk



## VOLUNTEERING AT GALLERIES SHOP & CAFÉ

Galleries Shop & Café was built and is owned and run by the communities of Freshford and Limpley Stoke. It is staffed largely by volunteers, although there is a paid shop manager and café manager. The day-to-day operation of the shop is handled by a very active shop management committee.

**New volunteers are always welcome.** Our volunteers are the lifeblood of the shop! Without them it could not exist.

There are between **two and four people on duty at any one time**, including the paid staff.

Our main need is for regular shift work. The working day is split into three shifts, lasting 3 to 4 hours each, but this timetable is not rigid. We welcome any regular commitment you can make – be it weekly, fortnightly or even monthly.

**Work which regularly needs doing** on shift work includes

- working the till
- baking bread and pastries (from frozen)
- restocking shelves
- checking use-by and best-before dates
- serving café customers
- helping with food preparation
- checking chiller temperatures

and many other smaller and larger tasks. **Tasks are allocated according to volunteers' preferences - e.g. no one needs to work the till if they don't want to.** We operate a checklist to make sure nothing is forgotten. Some volunteers have taken on specific jobs, e.g. regularly ordering new frozen bread and pastry supplies, dealing with specific deliveries, checking stock levels of particular products, allocating the shop-save newspapers in the morning, cleaning the coffee machine in the evening. There is bound to be something to interest everyone. One particular need always short of effort is for paperwork in the back office.

**Anyone interested in volunteering will be shown around the shop and given a chance to ask questions.** All newcomers are supported by an experienced volunteer and a volunteer support group for easy advice and exchange of ideas. Our two annual volunteer parties have turned into key social community events.

Once you have settled in some training will be given including Health and Safety and Food Hygiene as appropriate to what you decide to do.

We operate a **shop rota** which all volunteers can **access and edit online**. We ask all our volunteers – once they have committed to a particular regular timeslot or task - to find a replacement if ever they are away or otherwise unable to do their shift or task. In an emergency, we expect volunteers to telephone the shop urgently so replacement cover can be found.

**Communication:** We try hard to keep both our customers and volunteers informed, via email, our shop website [www.galleriesshop.co.uk](http://www.galleriesshop.co.uk), and a printed SHOP NEWS which is delivered to every household in Freshford and Limpley Stoke. We welcome suggestions from our volunteers about any aspect of running the shop.

We hope that, having read this far, you **will** sign up to volunteer at Galleries Shop & Café! We are sure you will enjoy it.

**Any questions:** call Shop Manager Christine McKenzie on **723249** or Volunteer Coordinator Florence Rothman on **723 067**.

# WELCOME!



# VOLUNTEER APPLICATION FORM

Please complete this form and return it to the shop.

Surname \_\_\_\_\_ First name \_\_\_\_\_ Age (if very young) \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ (home) \_\_\_\_\_ (mobile)

Email address \_\_\_\_\_ Emergency Contact: \_\_\_\_\_

## PLEASE NOTE:

**SMOKING** The entire shop area – inside and outside – are non-smoking areas.

**CONFIDENTIALITY** In the interests of security, volunteers are asked not to discuss publicly matters relating to shop business or finances.

**YOUR HEALTH** Please note overleaf any matters relating to your health of which you think the Shop Manager should be aware.

**DATA PROTECTION** Your personal details will not be released to any third party but please indicate if you object to your contact details being shared with other volunteers for shop purposes only.

**CRIMINAL CONVICTIONS** Please tell us overleaf if you have any unspent criminal convictions. Such information will be treated with the utmost confidentiality.

**CRB CHECKS** It might be necessary at some time for volunteers to be asked to undergo a CRB check.

I would like to volunteer at the Galleries Shop & Café. The details I have provided are and accurate.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

# WHAT KIND OF VOLUNTEER WOULD YOU LIKE TO BE?

Please tell us a bit about your likes and dislikes – and also about your particular skills and interests.

Here is a list of tasks you may be asked to do. Please mark those you are particularly keen on – and those you would particularly not want to do. We will assume that you are indifferent about any not particularly marked.

Task	I would particularly enjoy this	I would prefer not to do this
Working the till		
Baking bread and pastries (from frozen)		
Checking draft orders against what's on the shelves		
Restocking shelves		
Tidying shelves – aligning items, checking shelf edge labels		
Checking use-by dates in the chiller		
Checking best before dates on the ambient goods		
Checking in deliveries (making sure everything has arrived)		
Ordering fruit and veg		
Ordering frozen bread products		
Checking and allocating newspapers in the morning		
Checking and parcelling up remaining papers in the evening		
Cleaning the coffee machine		
Using the coffee machine		
Waiting on tables		
Helping with food preparation (cutting up salads, heating up soup, preparing panini, making sandwiches, possibly cooking soups and quiches)		
Checking chiller, fridge and freezer temperatures		
Setting out the café tables and chairs in the morning and stacking them up at night		
Taking aprons, dish towels, cushion covers home for a wash		
Checking stock levels of particular products		
Sales analysis (involving spreadsheets)		
Paperwork (filing, checking invoices)		
Checking profit margins on individual products		
Researching new products we might stock		
Home deliveries; or fetching customers to the shop		

Please also tell us of any **specific skills and experience** you have that could be utilised within the shop/café:

How often can you make yourself available to the shop:    Weekly?    Fortnightly?    Monthly?