



## Volunteer Role Description: Meal Host 11-3pm

### Who we are

Sussex Surplus is a community focussed organisation working to form a circular food economy in Sussex and the surrounding region. By using surplus produce (food at risk of going to waste) we are able to prevent quality food being thrown away, create jobs and worthwhile volunteer opportunities and provide access to nutritious food.

The team is largely neurodiverse and so the space we create aims to be inclusive and mindful of different people's needs and comfort. We work in a personal, flexible and supportive manner.

Every Thursday we aim to cook and deliver a delicious, nutritious and interesting 3 course meal for anyone who chooses to access it in the local community (and among our wider network). We strive for inclusivity and flexibility in the food we serve and the atmosphere of our space.

### What you can expect from us

We will always try our best to:

- Uphold a safe, friendly, lively and inclusive environment
- Provide a range of tasks to do
- Cater to individual needs - including dietary, sensory, ability, breaks, travel support etc
- Be clear and communicative

### Your Role:

As a Host, you'll support the team in creating a warm, welcoming environment. You'll set up the space, serve food to people at the tables, take orders from those wanting takeaways, encourage conversation and clean up afterwards. You'll be supported by a Sussex Surplus team member (usually Phil or Abi), who will help you develop your hosting skills and feel comfortable in this public facing role.

You'll learn some great customer service skills – like how to run front-of-house, and build lasting relationships with the team and guests, ensuring they have a great time and come back week after week. You don't need to have any previous experience – you just need to be friendly!

### Your tasks include:

- Setting up the space (tables, chairs, cutlery, tea & coffee station etc)
- Welcoming guests and guiding them through how the cafe and fridge operate
- Taking and delivering food orders, in coordination with the kitchen crew
- Ensuring the kitchen is aware of dietary requirements, in particular allergies
- Stacking, running and un-stacking the dishwasher

For support with anything during your shift, please talk to Ingrid (or the day's kitchen lead). If you have any safeguarding concerns about anyone you encounter please tell Phil.