

Dear Applicant,

Thanks for your interest in joining the Matrix Family. **Why Matrix?**

We're a fun team who work hard to achieve the aim of catalysing change for young people across Guildford Borough. We're passionate about building long-term relationships and providing activities within schools and the community that nurture, inspire, connect and empower young people, helping them make the most of their lives.

Right now we're preparing to launch an innovative social enterprise – The Hideaway Café - right in the heart of Guildford. Launching in April (covid-19 dependent), we're looking for volunteers that are passionate about hospitality and people. Who are willing to get stuck in, up for learning new things and work well under pressure.

How is this Café different?

The Café will be more than just a place to grab a great coffee in a beautiful park setting, this enterprise forms the foundation of our new hub, providing work for at-risk young people, a place for the community to retreat to and an after-school Youth Café connecting young people to positive and inspiring role models from their community.

Serving simple, healthy food (as well as yummy cakes) in a beautiful park setting, we expect our café to build an excellent reputation. The vision is to provide a space for local people to retreat to, where they will find a friendly welcome and an opportunity to give back to the community.

As a volunteer you will be a team player, passionate about maintaining of high standards and excellent customer service including quality coffee, delicious healthy food.

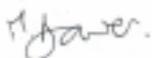
Where does this role fit?

This role takes Matrix in an exciting new direction, working with young people to help them reach their potential by creating access to supported employment. If you are passionate about food, coffee and making a difference in the community, and want to volunteer as part of an innovative and growing Christian charity this could be the role for you.

Come and join the adventure!

Thanks again for taking time to look at our vacancies and I hope that you consider applying to become part of our growing team.

Kind regards, Misty, CEO



## **Role Description - Cafe Volunteer Front of House**

### **MAIN PURPOSE OF THE ROLE**

This is an exciting opportunity to be part of the team of a new Social Enterprise Café in a unique site in Guildford town centre. As a subsidiary of Matrix, a Guildford-based Christian Youth Charity, this new community business venture will provide a vital income stream for Matrix Projects and a training-ground for at-risk teenagers.

### **What would I be doing?**

The Café will form part of a central hub, housing a daytime café for the community and an after-school Youth Café that will connect vulnerable young people to positive and inspiring role-models from their community, empowering and inspiring them to become active citizens in their community. This means that the space is used for 2 similar, but distinct purposes and excellent working relationships between the 2 projects are essential.

On your role at the day time café you will be serving simple, healthy food (as well as yummy cakes) in a beautiful park setting, we expect our café to build an excellent reputation. **The vision is to provide a space for local people to retreat to, where they will find a friendly welcome and an opportunity to give back to the community.** Key elements will include quality coffee, delicious healthy food, calm but fun environment and an eco-friendly, low waste ethos. The Café will open 8:30am til 3pm, 6 days a week, all year round.

As a Volunteer you will be passionate about maintaining a culture of high standards and excellent customer service. We are looking for someone who is keen to be hands on and willing to learn. Someone who is passionate about the mission of The Matrix and is invested in making The Hideaway a successful and thriving café.

**Day-to-Day Responsibilities** – there is some flexibility within this. If needed, discuss with Manager.

- Present a positive image of Matrix and The Hideaway to partners and external organisations by welcoming customers
- Engage customers, take and serve orders and drive sales
- Be aware of customer's needs at all times and help when required
- Maintain health & safety and food safety standards
- Keep the kitchen running to a high standard of excellence
- Fulfil food orders and assist apprentices in doing so in a timely manner
- Be knowledgeable about the products on sale and confident in knowledge of allergens and cross contamination
- Keep on top of the dishes and clean food preparation/servery areas and equipment
- Serve delicious food and drinks
- Daily cleaning and food checks
- Be knowledgeable about the products on sale and confident to offer recommendations

- Promote the vision of Matrix through the café
- Be passionate about the vision, and of the café
- Offer support to our young apprentices and the manager
- Be able to work to a high standard unassisted
- Ensure that customers are given an efficient and enjoyable experience and that service and value expectations are consistently exceeded
- Using the till and taking payments. Take and process orders

**We expect you to:**

- Fit in with our core values, to be: positive, relational, innovative, collaborative and fun
- Work from within the Christian ethos
- Be committed to and passionate about the mission to catalyse change in young people's lives

**What we offer you**

- Rewards based on accumulated hours served
- A training programme that develops your skill base.
- Flexible working arrangements, where possible
- A nurturing and supportive team

**HOURS :** Minimum 3hours but flexible. Ideally with a commitment of 12 Months

**ESSENTIAL**

- Passionate about food and coffee
- Friendly and outgoing
- Excellent communication skills
- Team player
- Enthusiasm to develop skills and knowledge, adaptable to change and new ideas / processes

**DESIRABLE**

- Current Food Hygiene and First Aid Certificates
- Familiar with best practices of H&S and food hygiene. Have an eye for detail and high standards