

Langham Community Shop

Role of the Volunteer

- 1) To be aware of the Health & Safety Policy and to be mindful of one's own and customers' health and safety at all times
- 2) To be aware of the Procedures Manual and Quick Checklist for Volunteers and to work in accordance with those directives
- 3) To welcome and serve customers in a polite and friendly manner
- 4) To be proficient in the use of the till, chip & pin machine and scales (or work with someone who is)
- 5) To handle pre-ordered newspapers
- 6) To accept and action advertisements, dry cleaning and oil orders
- 7) To ensure that fridge and freezer temperatures are taken on a daily basis (a legal requirement)
- 8) To receive and price deliveries
- 9) To ensure rotation of stock by displaying new stock in front and on top of older stock in accordance with sell by dates, and to remove items from sale which are past their "use by" date and reduce the price of items past their "best before" date
- 10) To keep shelves filled with stock
- 11) To assist with keeping the shop exterior and interior, including stock, clean and tidy
- 12) To use the Communication Book to alert the manager, other volunteers and committee members to problems and issues
- 13) To assist the Rota volunteers by being proactive in volunteering for shifts (by entering one's name on the Rota)