

LANGHAM COMMUNITY SHOP ASSOCIATION

ROLE OF THE VOLUNTEER

1. To be aware of the Health and Safety Policy and to be mindful of your own, other volunteer's and customer's health and safety at all times.
2. To be aware of the *Procedures Manual* and *Quick Checklist* for the 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 EPoS system and chip & pin machine .
5. To handle pre-ordered newspapers.
6. To accept and action advertisements, dry cleaning and oil orders.
7. To ensure that the fridge and freezer temperatures are taken on a daily basis.
8. To receive and price deliveries (where appropriate).
9. To ensure rotation of stock by displaying old stock in front, or on top of newer stock, in accordance with sell-by dates, and to remove items from sale which are past their *USE BY* date and to reduce the price of items past their *BEST BEFORE* date (if appropriate).
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 *Communications Book* to alert the Manager, other volunteers and Committee Members to information, problems and issues.
13. To assist the management of the rota by being proactive in volunteering for shifts by entering your name on the rota.