



The Swan Clewer Community Interest Company

Role Description

Front of House Volunteers

The Role

The intention is for volunteers to act as a representative of the community and an ambassador for The Swan during significant events (e.g. SwanFest or Quiz Night) and during other busy times.

The main aim of this role is to promote The Swan by providing a welcoming and friendly face to regulars and new customers; provide information and answer questions about the CIC where requested and provide support to our employed bar staff during busy times.

Anticipated Activities

If the bar is quiet and staff can cope, then your focus may be on circulating and engaging with customers. However, your help with the activities listed below would be appreciated during busy times, to allow bar staff to focus on pouring drinks and serving customers from behind the bar.

- Ensure the pub is a welcoming environment when customers arrive. This can include, but not limited to:
 - Collecting glasses, clearing and cleaning tables
 - Straightening chairs and furniture
 - Putting away games and other items
 - Emptying ashtrays
- Washing, drying, and putting away glasses and other bar equipment
- Assisting with food service, including taking food, cutlery and condiments to the table and clearing plates
- Taking food and drinks orders, delivering them to the table and taking payment using the card machine
- Identifying opportunities to help customers whilst increasing sales, such as offering table service during events such as Bingo or Quiz Nights.

This list is not intended to be restrictive or exhaustive. If you see something that needs doing or a staff member needs help, and you are free to help this is encouraged and appreciated.

You Will Not:

- Be expected to handle cash or use the till system. Card machines will be set up for you by the bar staff.
- Be expected to pour drinks.
- Be expected to stay beyond the pub closing to help with clear down unless you are willing to.
- Be expected to wash up in the kitchen unless you are prepared to and have the relevant training to work the equipment.



Volunteer Sessions

- A list of volunteers will be kept by The Swan's General Manager who will arrange sessions.
- Volunteers may sign up for as many sessions as they would like to cover, but available slots will be shared amongst the community.
- Sessions will be planned as far in advance as possible. However, due to unforeseen circumstances, there may be occasions when help is requested at short notice. It is understood that not everyone will be able to respond or help in these instances.
- Volunteers may agree a regular session, such as the first Thursday of every month or ad hoc sessions as and when they are able.
- For large events a rota of volunteers may be created
- Sessions will last for a maximum of four hours, one evening, or as agreed.

Skills

No specific technical skills are required, but you will need a friendly, positive, proactive attitude and be prepared to interact with customers. You should also have a good intuition for when customers do/don't want to chat or interact.

Payment

There is no cash payment for volunteering.

Training

Training will be provided in advance of your first session.