

## Template Volunteers handbook – based on The Brockweir and Hewelsfield Village shop handbook

Counter Culture – Building Volunteering in Community run shops for all ages

**Plunkett  
Foundation**

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The template below is based on the volunteer's handbook in use by Brockweir and Hewelsfield Village Shop Limited and they have kindly allowed Plunkett Foundation to use their resources as part of the Counter Culture project which received funding from Postcode Community Trust.

### **VOLUNTEERS' HANDBOOK**

Shop name

Address

Phone number

### **A GUIDE TO ALL THAT YOU MIGHT NEED TO KNOW BUT DON'T WANT TO HAVE TO REMEMBER!**

Month/year

### **WELCOME!!**

We are delighted that you are joining us as a volunteer. Volunteers are crucial to our success and however you help and whenever you help it is appreciated. The aim of the Guide is to introduce you to the project, its aims and systems and to provide you with essential information to support the training you will be given.

### **BACKGROUND TO THE PROJECT AND ITS AIMS AND ETHOS**

#### **The Project**

The NAME was formed in YEAR after several years of planning, obtaining funding and building the shop itself. It represents a huge achievement that has involved many in the local community. The shop includes a café and an IT suite and is open from 08:30am to 18:00 Monday to Saturday and from 10:00 to 16:00 on Sunday. Approximately 40 volunteers work in the shop. Volunteers staff three shifts a day, Monday to Saturday: 08.30 -12.00, 12.00 – 15.30, 15.30 – 18.00. On Sunday, shifts are 10.00 – 13.00 and 13.00 - 16.00.

## **Aims and Ethos**

The project is not for private profit: any surplus will be used to maintain and enhance the enterprise or for community services in the village. The building is as environmentally neutral in construction and use as is practically possible and provides an outlet for local food products and crafts. The café provides a community meeting place and village focal point. The Loft provides a high quality meeting room available to hire.

## **VOLUNTEER CODE OF CONDUCT**

This Code of Conduct applies to all volunteers, including those on the Management Committee. They set out the standards of personal behaviour and conduct required while running the shop, and to which all volunteers are expected to subscribe.

### **All volunteers are expected to:**

- Read, and adhere to procedures within the shop working handbook and any further guidance or instruction given by the Shop Manager.
- Act at all times in the best interests of the shop and do nothing to bring the shop into disrepute.
- Refrain from seeking any personal advantage from working in the shop, e.g. receiving personal gifts or personal discounts from suppliers.
- Be loyal and refrain from discussing publicly, other than at appropriate volunteers or society meetings, anything relating to the shop business or the shop's finances.
- Take as much care in carrying out the shop business as they would their own, e.g. by being reliable and punctual in carrying out their shift, and by being scrupulous and economical in handling the shop's money and goods.
- Maintain the highest standards of customer service, and for the duration of their shift, maintain their responsibility and role of being in charge of the shop.
- Maintain boundaries and roles which will change from one occasion to another, as volunteer, customer and, sometimes, supplier.

- Treat all other volunteers involved in the running of the shop and the society with dignity, respect and fairness.
- Work cooperatively and supportively with the Shop Manager and the Management Committee and strive to make the governance arrangements work for the best interests of the shop.

### **Non-compliance with this Code of Conduct**

Any material or persistent breach of this code may result in a volunteer being asked to stand down from volunteering for NAME Community Shop.

## **VOLUNTEER AND STAFFING POLICY**

As a community venture, the shop will be managed and run, so far as possible, by volunteers.

There is no upper age limit for volunteers. The lower age limit for volunteers working alone in the shop is 18. Young people from age 15 to 18 may be offered learning and experience opportunities, at the discretion of the Shop Manager, and assuming that a volunteer is willing to oversee this. The written permission of the young person's parent or guardian will be required. It is to be noted that volunteers are not required to be checked under the 'Disclosure and Barring Service' (formerly the 'Criminal Records Bureau'). Children under the age of 15 years may only help in the shop if they are working alongside their own parent or guardian.

There is no selection process for volunteers. Anyone wishing to help with the shop should make themselves known to the Shop Manager. Training will be offered. The expectation is that all volunteers will undertake to work in accordance with this handbook and the shop volunteer's 'Code of Conduct'.

There is no employment relationship between NAME Community Shop and the shop volunteers. Success depends on teamwork, a sense of common purpose and on everyone's commitment to keeping a shop in the village.

Volunteers can choose their shifts. They can offer as much or as little time as they wish: some people work regular shifts; some people work just when they are needed; however, ideally once a week.

The shop manager has the responsibility for decisions on stock, the overall look of the shop and display, the maintenance of standards and the co-ordination of effort.

### **CUSTOMER FOCUS**

NAME aims to provide an efficient, professional and responsive service to its customers. We will:

1. Create a friendly, welcoming and calm environment for our customers.
2. Be courteous, helpful, efficient and clear.
3. Listen to and seek to understand the needs of our customers and respond wherever possible.
4. Measure customer satisfaction and endeavour to learn from this.
5. Treat complaints as an opportunity to learn more about our customer's needs and improve our services accordingly.
6. Continually strive to improve our services.

**The atmosphere of the shop is partly a result of the way it looks, but is primarily a reflection of the way staff engages with customers.**

- Smile and address every customer by name if possible.
- Give the customer your full attention and stop any private conversations with other volunteers. Chatting is important but avoid gossip, confidential matters and distracting customers from their shopping!
- Be attentive to customers' needs, helping them find things they need, and making a note of things out of stock.
- Please stay in role as the shop assistant for the shift: avoid any contentious discussion in the shop.

Complaints made in the shop are likely to be about goods that have proved to be substandard; always offer a refund and an apology. Make a note of the complaint in the Day Book for the Shop Manager in case any further action should be taken, such as informing the supplier or changing working practices. More serious or recurrent complaints should be referred to the Shop Manager who will, if necessary, consult with the committee.

## **ALL ABOUT THE SHOP**

### **The retail operation**

#### Opening Hours

	<b>Shop</b>	<b>Cafe</b>
Monday	8.30am – 6.00pm	9.00am – 5.00pm
Tuesday	8.30am – 6.00pm	9.00am – 5.00pm
Wednesday	8.30am – 6.00pm	9.00am – 5.00pm
Thursday	8.30am – 6.00pm	9.00am – 5.00pm
Friday	8.30am – 6.00pm	9.00am – 5.00pm
Saturday	8.30am – 6.00pm	9.00am – 5.00pm
Sunday	10.00am – 4.00pm	10.00am – 3.00pm

Bank Holiday opening is usually as Sunday. The shop is closed on Christmas Day and Boxing Day.

### **Volunteer rota system**

The rota is displayed in the shop and is emailed around and volunteers are invited to enter their names for the slots they wish to work. NAME will oversee the rota and from time to time will send out emails giving information on which slots have gaps. Volunteers are requested to be as helpful as possible in filling gaps. Whenever possible volunteers should aim to fill their own gaps.

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If you can't meet your commitment :- there will be times when you are unable to do your regular shift and it is your responsibility to:

- Try to arrange cover, usually, by swapping with a fellow volunteer if possible.
- Make a note in the Day Book about who is replacing you.
- Let NAME know so they can arrange cover if necessary.

You should make sure that you have a full list of volunteers' phone numbers / email addresses to enable you to do this.

In an emergency, inform NAME as soon as possible by phoning the shop and NAME who at present is the rota coordinator. NAME emails out rotas weekly highlighting any gaps, there is also a copy on the volunteers' noticeboard.

### **Management and staffing**

NAME has a Management Committee, elected annually by Members at the AGM in MONTH. The committee meets monthly and is responsible for all the activities of the Association. The salaried post of Business Manager, responsible for managing the day-to-day operations of the shop, café and the Loft, was created in 2004 and NAME took up the post. We also have two part-time positions. Staff are employed by the Management Committee.

Company Secretary: Name

Members of the Management Committee and other, named, volunteers provide practical support for day-to-day operations:

### **Café supervisors**

They work, with other volunteers, to ensure that:

- Food served is of consistent quality, in terms of freshness and flavour
- There is minimum waste, consulting with NAME in advance on the choice of any special dishes
- Food hygiene standards are met, ensuring that all food served is within date, that food nearest its expiry date is served first and that best practice is followed in preparing and cooking food
- Customers receive prompt and courteous service at all times



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### They may also act as:

- A point of reference and advice when needed - for example, when less experienced volunteers are on duty in the shop.
- On-call supervisors, as agreed, when NAME is on leave.

### They are individually responsible for:

- Setting the price of any daily special.
- Ensuring that all items used in the café are recorded as café transfers.
- Completing the daily 'Safer Food , Better Business' record.
- Noting any issues for NAME's attention in the Day Book.

### On call supervisors

These are experienced volunteers who take overall responsibility when NAME is on leave. They act as a point of reference and advice when volunteers on duty have been unable to solve serious problems themselves. The name and contact number of the on-call supervisor for the day should be recorded in the Day Book.

### Communication

Keeping everyone in touch and up to date is a challenge for a voluntary enterprise like NAME, especially with a large number of volunteers, in the shop for varying lengths of time (from two or three shifts a week to once a month.) The Day Book is a vital source of information, as well as personal communication with other volunteers and NAME when you are on a shift. There is also information on the volunteers' notice board in the storeroom.

Volunteers' meetings are usually held every month or so and you should attend these if at all possible. For those who can't make meetings, NAME produces 'Volunteers News' and emails it to all volunteers. If you don't have /use email, collect your paper copy from the 'Volunteers' drawer on the wall shelves behind the till. There are also socials two or three times a year for volunteers and their partners.

## **Working safely: manual handling**

There will be a certain amount of lifting as part of the day-to-day work in the shop. However, if you find lifting heavy items difficult or painful, do not put yourself at risk of injury by trying to do so. If you are able to lift heavy items, make sure that you follow the guidelines for doing so safely:

- Before lifting anything be sure you know the weight of it, the heaviest side of it and where the centre of gravity is.
- Bend your knees keeping your back straight.
- Bring the object in as close to you as possible while crouching.
- Take the weight and stand up slowly and smoothly, keeping the object close in to your body.

## **Personal safety: difficult or threatening customers**

For your safety, you must NEVER be in the shop on your own.\* There are always at least two volunteers per shift. However, on rare occasions, someone may not turn up. If this happens and NAME is not in the shop, you must:

- Close the shop immediately using the spare keys in the little safe.
- Contact the on-call supervisor or a member of the committee who will come down to the shop and decide what to do.
- Make a note in the Day Book to record what happened.

If a customer is rude or unpleasant, don't respond in a confrontational way. Your fellow volunteers and NAME will quickly be aware of what is happening and help you. Aim to calm the customer and offer them the opportunity to make a formal complaint (complaints form in Shop Bible). Make a note in the Day Book to record what happened.

If you are physically or verbally threatened in any way give the customer what they ask for (no heroics!) Once they have left, call the police and either NAME or a member of the committee.

The non-emergency police number is 101.

\* Volunteers with a responsibility for opening or shutting may find themselves in the shop on their own. They should lock the doors but make sure they leave the keys in the door for health and safety reasons.



## **OPENING PROCEDURES**

### **Daily tasks**

Please also refer to the Cleaning Schedules and Diary in the appendices.

Put the milk delivery into the fridge, placing any ordered milk into the bottom of the serveover. New milk should be put at the back of the fridge and dates checked on existing stock. Milk should be stored upright to avoid leakage.

Put the ordered bread behind the counter, bag, day code and price the bread for sale. During the day fridge and freezer temperatures must be checked and recorded in the book. This is a statutory requirement. Any issues must be brought to the attention of the manager or the senior person in the shop.

Check and tidy the shelves, looking for out of date stock, and tired fruit and vegetables. Bring stock from the stock room as necessary. Note any out of stock items. Remove out of date event notices.

Perform cleaning tasks as necessary: cleaning products are in the stock room or under the sink, spares are kept in the shed. Please check before you open new products: the cost of any new products for shop use to be recorded on the till under own use. You do this by scanning the products in, then press sub-total, then choose 'own use' then pick café consumables and press enter.

Bin day is Tuesday and recycling day is Wednesday: remember to empty the shop bin and check the bin in the toilet and the back office.

## **CLOSING PROCEDURES**

### **The Day Book**

The Day Book is the main communication method between volunteers and between volunteers and the Shop Manager. It should be consulted on every shift and issues of interest, information or concern entered at the end of the shift. Please tick and initial messages to show that you have read them. The book should be kept conveniently close to the counter ready for use and left open at the page at the end of the shift for the next person.

## **New stock**

Any newly arriving stock needs to be checked and priced before it can be sold. Goods and services received must be checked off against the delivery note or invoice. Note any discrepancies in quantity, quality or agreed price on the invoice.

See section on food safety for priorities on putting stock away.

## **Replenishing shelves**

When you are replenishing shelves with new stock, please give the shelves a wipe down. Put new stock at the back of the shelves, so that older stock is sold before the new stock. Ensure that stock is priced, lined up correctly, in the right place with a shelf label and pulled forward with labels at the front. In particular, stock with short sell-by dates such as dairy products need to be regularly checked. Please do not overstock the shelves as it can damage packaging.

## **Price labelling**

If items are to be priced with the price gun take care not to obscure the use-by date. If it is an item we get regularly we may create a bar code label for it. If it is a gift item please do not damage the product by sticking a label on the display section.

## **Stock layout**

Please do not move stock around, as this will cause confusion for customers and when it comes to doing the ordering, but if you think it would be better to arrange the shop differently, please discuss this with the Shop Manager. Shelf edge labels should marry up with the product, if any are missing please make a note.

## **Stock not held or running low**

We may get asked for products or brands that we do not currently stock. Please record such requests in the Day Book along with details of stock items that are running low.

## **Smoking**

No smoking will be permitted in the shop at any time.

## **Dogs**

Dogs, other than guide dogs, are not permitted in the shop. A tethering ring is provided for dogs at the front of the shop. A dog bowl for water is provided and should be kept fresh and topped up.

## **Toilet**

The toilet is for use of volunteers and customers only, but volunteers must use their judgement on this if there are other requests. The toilet is fully wheel chair accessible. Should the bolt stick the door can be opened from outside using a coin or screwdriver; the toolbox is kept in the back office.

## **Notices**

We are pleased to post notices of village and local events on our notice board where space permits. They should be left with a member of staff to post neatly on the appropriate board. Community and charity events are free. Other adverts for goods or services are 50p per week or £2 per calendar month.

## **Underage customers**

It is illegal to sell the following items to a person under the age of eighteen:

- Cigarettes and tobacco.
- Alcohol, including alcopops
- Fireworks.
- Knives, blades, axes.
- Substances that the shopkeeper may believe will be used for intoxication e.g. butane gas, lighter fuel/fluid, solvent based glue aerosols.

Medicines are kept under the counter. There is no formal age limit to buy them however caution should be exercised so we only sell to **under over AGE.(?)**

You are required to ask for proof of age if there is any doubt. If you do not feel comfortable asking for ID please ask NAME or the Volunteer in charge of the shift. This is the law, and failure to carry out due diligence could result in the shop and staff being prosecuted. Valid ID is driving licence, passport, prove it card.

## **Food safety**

The maintenance of the highest standards of food safety in NAME Community Shop is paramount. This section is written with reference to Safer Food, Better Business for Retailers (which is the statutory guidance for all food outlets published by the Food Standards Agency).

Please also refer to the cleaning schedules and diary in the Safer Food Better Business File.

The premises are registered with The Forest of Dean District Council as a food-retailing outlet and will therefore be subject to random checks by the local authority from time to time. Standards of food safety are also controlled by various items of National and European legislation.

All types of food sold in the shop must be inspected as it comes in the shop, be carefully and appropriately looked after while it is in the shop, and disposed of when it is no longer fit to sell.

There are four main reasons why food becomes unfit to sell:

- Physical damage or contamination; e.g. bits of glass or wood in the food, or freezer burn.
- Pest infestation.
- Chemical contamination; e.g. from cleaning fluids, perfume etc.
- Natural decomposition; e.g. caused by bacteria, microbes, mould and yeast.

The most dangerous form of contamination is when bacteria from raw food, e.g. fluids from meat or chicken, come in contact with cooked food. Chilling, or freezing food, slows down, but does not prevent, naturally occurring mould etc. in food.

This guide lists how we look after our usual food products to avoid these hazards.

**Milk:** Should be put in the fridge within 30 minutes of delivery. Bring cartons forward in date order to the front of the milk fridge, placing the new milk at the back. Store the milk upright to avoid leakage. Ordered milk should be labelled and placed under the serve-over for collection.

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**Meat:** Should be kept bagged, and away from cooked food, until you are able to label it. Raw meat must be placed in a separate part of the display fridge as indicated by the Shop Manager.

**The delivery from the Wholesalers:** Check all packaging, and also that frozen food is frozen, and chilled food is chilled. Frozen food should be put in the freezer immediately, and chilled food in the fridge within 15 minutes max. If the shop is busy you may need to put the items in the freezer/fridge without pricing and come back to it later; the priority is that it is stored properly.

**Fruit and vegetables:** Check for any items that may cause the batch to deteriorate.

**Cake:** Should be kept covered at all times. A label showing the date that the cake was put on display should be on the cake cover or price label.

**Chillers and freezers:** Fridge, chiller cabinet and freezer temperatures must be recorded twice daily in the designated book. The temperatures below are the correct working temperatures, which, if exceeded, must be brought to the Shop Manager's attention as soon as possible:

- Freezers: -10 degrees C
- Chillers: +8 degrees C

**Clean Hands:** Your hands must be thoroughly washed before handling any food.

**Aprons:** The purpose of the shop apron is to protect the food from contamination from your clothes, not the other way around!!! Do not wear a soiled apron. Aprons should be removed before using the toilet. Please wash your own apron. If you are using a shop spare one please place in the laundry bin with any used towels at the end of the day.

### **AVOIDANCE OF FOOD WASTE**

This is the law relating to date codes on food, assuming that it is stored correctly while in the shop.

“Use by” It is illegal to sell food after its use by date. Any food found on display on retail premises after its use by date will be assumed to be still offered for sale and put the establishment at risk if there were to be an inspection.

“Best before” It is legal to sell goods that are after their best before date but the quality may have deteriorated in flavour and/or texture.

This is how we try to minimise food waste in NAME Community Shop in order to comply with the law, protect profit levels and work to our environmental policy while providing the highest quality produce.

The avoidance of food waste depends to a large extent on good planning: the Shop Manager will try not to order any more goods than can be sold within the relevant time limit. Otherwise, it is better to sell something at half price than to throw it away.

Goods with a short use by period between supply and sale, e.g. milk and cheese, should be offered with a 20% discount the day before and at half price on the day of the use by date.

Goods with a longer use by period e.g. some whole foods and goods with a best before date should go on half price in the month before the use by/best before date.

Goods which can be frozen, e.g. pies, bread etc, should be moved to the freezer no later than the best before date. A label must be attached showing the date of freezing, ensuring that it does not obscure the manufacturer’s use by date.

Before destroying any food, attempts should be made to give it away for chickens, compost etc. It should be made clear that this is done at receiver’s own risk and must be recorded on the till as own use, stock loss/wastage.

## **DAY TO DAY MONEY MANAGEMENT**

### **Introduction**

NAME Management Committee has, with the help of an accountant, its own processes for managing the annual money cycle; paying invoices and wages; dealing with VAT and Corporation tax; producing annual audited accounts.

All invoices and other financial paperwork which come into the shop should be placed in the invoice box.



Month on month profit and loss statements are made available together with the committee minutes after the monthly committee on request. Audited annual accounts are considered at the AGM.

The procedures described below are for the day to day management of money via the till. In order to keep prices as low as possible and to provide some services e.g. stamps and dry cleaning at cost, the profit margins for the shop are very tight. All waste and losses should be kept to an absolute minimum.

### **Deliveries**

Goods received must be checked off against the delivery note or invoice using a highlighter pen noting any discrepancies in quantity, price agreed or quality. The Shop Manager is to be informed of discrepancies.

### **Shop till float**

The shop till float is £85.00, made up with a variety of denominations of cash.

### **Daily shop takings**

The cash takings from the till must be cashed up at the end of the day. The documentation for this may change from time to time at the discretion of those with financial responsibility. Cash, less float, is to be stored in the overnight safe. The float is stored in the till tray.

### **Write-offs**

It is permissible to take goods from display for use in the shop e.g. cleaning equipment or beverages, or for running the organisation, e.g. stamps or envelopes, but their value should be entered on the till under own use.

### **Shop safe**

As part of their induction, volunteers are shown how to open the wall safe.. This should not be shared with anyone else.

### **Petty cash**

The Shop Manager will maintain a petty cash float held in the wall safe to enable small items of expenditure to be incurred and to allow for the payment of suppliers

who require payment in cash. However, please leave a note stating what has been done, if change has been removed then please replace with equivalent amount.

## **Banking**

Banking is done weekly, on a Monday. At this point we also get in extra change.

## **Sales by cheque**

Payments by cheque are accepted for reverse credit only, unless with permission from a member of staff. The cheque must be checked for completeness including the signature.

## **Cash sales**

As a matter of good practice, notes should not be placed in the till until the transaction has been completed and the customer is satisfied with the change given.

## **Card sales**

NAME accepts payment by debit or credit card, and allows a limited cash back facility on debit cards, currently no more than £30 although higher at discretion. We do not accept American Express<sup>323</sup>

## **Credit sales (reverse credit account)**

NAME runs a credit facility for people who use the shop regularly. If anyone wishes to open a RC account please get their details and NAME will set this up.

A monthly statement is sent to those with an account. Customer wishing to pay some money into their account should fill in the relevant form behind the till.

## **Cashing cheques**

The shop may cash cheques for people we know as long as there is sufficient cash available at the shop at discretion of NAME.

## **Local community sales**

Sales of publications, tickets for local events, etc., should be handled without commission and the income kept in a separate box. Under no circumstances should this sales income be passed through the till.

## **Staff discounts**

Staff and volunteers are expected to purchase goods without any discounts. With the Shop Manager's permission, they are welcome to take any food that is beyond sale, at their own risk.

## **INSURANCE**

Insurance for the shop and its environs is provided by NAME

Insurances in place are:

Employer's Liability Insurance (which also covers volunteers). Cover for anyone working in the shop against injury, accident or malicious acts. People are also covered away from the shop if they are on company business.

Public and Product Liability Insurance cover as above for customers while they are in the shop, and also protects the shop against any claims for injury or illness caused by the food that is sold in the shop.

Replacement of stock including seasonal stock cover.

Loss of trading income should the shop need to close temporarily.

Replacement of contents e.g. fridges etc. with an excess of £250.

Loss of cash.

Buildings insurance.

Cover levels are reviewed at least annually, or at any change in circumstance.

## **COMPOST, RE-CYCOING, AND WASTE DISPOSAL**

### **Compost**

All green waste, and small amounts of meat and other protein food waste, should be put into the compost bucket under the sink.

At the end of the day, this should be emptied into the compost tumbler behind the shop, a handful of sawdust, or straw, added and the tumbler rotated two or three times. Full instructions for using the compost tumbler are on a sheet kept in the Day Book.

### **Recycling**

All paper waste should be put in the bin by the till for shredding and composting, or recycling.

All tins, glass and plastic bottles should be washed and placed in the appropriate recycling bins at the rear of the shop. Glass and cardboard recycling are kept at the front of the shop. Collected on Wednesdays.

### **Other waste**

Un-recyclable waste should be put into a black bag in the rubbish bin in the shop. The bag is removed at the end of the day to the large bin outside the shop. Collected on Tuesdays.

## **PARKING**

There are two disabled parking places outside the shop. One is close to the ramp leading up to the Loft. The other is close to the shop door and the patio. Volunteers have a 'Volunteer on Duty' badge that they should display in their car if they need to park next door at Monk Optics.

## **MEMBERSHIP**

Customers who wish to become members should complete a membership form and return it to NAME, Company Secretary, with their fee. Copies of the form are kept behind the till in a blue box file.

## **WEBSITES AND LEAFLETS**

Our website has lots of useful information on it, and a leaflet to give to customers who are interested. We also have a shop postcard which sells for 35p, and a shop bag which costs £2. We also have an active facebook page. [WEBSITE LINK](#)

## **FILES AND RECORDS**

The files including the 'Shop Bible' are kept on the wall shelves behind the counter in the shop, they contain all the information in this guide and other information for volunteers carrying out special tasks, for example opening and closing. You will need to refer to them when you want more detailed information. Make sure that you know where they are, as you will use or refer to them on every shift.

## **THE DAYBOOK**

This is used to record any day-to-day information that needs to be passed on to other volunteers or to NAME for action. It is the quickest, 'front line' form of communication and essential for the smooth running of the shop.

Check it each time you come on shift and action points as relevant,

Record any important information in it during or at the end of your shift.

Initial your comments, so that NAME can let you know the outcome of any follow-up action.

## **CHECKLISTS AND TEMPERATURES FILE**

### **Checklists**

These are in a file, kept on the shelves behind the till. There are daily, weekly and monthly lists.

Tick jobs as they are completed. This is important, as the sheets form a record to show that essential procedures have been carried out.

If you cannot complete a task for any reason, do not tick it on the sheet. This will then show the volunteers on the next shift that the job still needs doing.

Use the daily checklists to guide you through the jobs that need to be done through the day. There are two sheets for each week – opening and closing routines.

### **Temperatures**

Temperatures on all the chilling and freezing equipment in the shop must be checked twice each day to comply with Food Hygiene Regulations. You will be shown where temperature gauges are on each piece of equipment.

You also need to use the probe when checking the serve-over.

Freezers must be below -10 degrees C.

Chillers and fridges must be below +8 degrees C.

If you find any temperature is out of the safe range, you must make a note on the sheet and in the Day Book, to alert NAME to the problem.

### **Food hygiene record – ‘Safer food, better business’ file**

This is usually kept on the shelf behind the serve-over. It should be read by each volunteer as they arrive on shift. It is completed at the end of each day by the volunteer who has been working the last shift in the café. It is essential to keep this record, as it forms part of the evidence that we comply with food hygiene regulations and good practice.

## **VOLUNTEERS’ GUIDE**

A large print version of the guide is on the wall shelves behind the till for reference. It contains all the information in this guide and also a more detailed list of suppliers and delivery dates.

## **SYSTEMS / OTHER INFORMATION**

### **Newspapers**

Daily newspapers are supplied by Browns in Llandogo. Tel: 01291 530262. They are collected each morning by a volunteer. Steve Allaire has responsibility for ordering newspapers on a Thursday.

Weekly newspapers are supplied on sale or return apart from the forester which we order through Browns. We ring Free Press and Beacon to let them know the number of returns, details are in the newspaper file.

There is a newspaper file, kept on the shelves behind the till: this has a page that records each customer’s weekly order and payments made; and a sheet which shows which newspapers have been ordered each day on a weekly basis. This is used to mark-up papers each morning.



## **Paying for newspapers**

Each customer has a page in the ring binder that records their weekly order and payments made. When customers pay their bills, they are required to sign their record sheet.

Newspaper payments should be recorded on the till by pressing the 'newspaper' tab.

We have a few customers who use newspaper vouchers these should be dealt with by entering payment amount under pay newspapers but after pressing subtotal select vouchers, and then other voucher not internal voucher. These vouchers should then be placed in the front of the newspaper file.

## **New orders, temporary or permanent changes**

Any changes to weekly orders must be made by Thursday morning for the following week.

If a customer wants to add a new order or cancel an existing one, a form must be completed to record this. Blank forms are kept in the file.

If an order is cancelled, temporarily or permanently, you should also mark the change by crossing through the customer's name on the weekly sheets in this file.

## **Invoice box**

As deliveries arrive, check invoices and then put them in the invoice box kept on the shelves behind the till.

## **Consumables**

Consumables: till rolls, paper bags, cling film, paper napkins etc, are stored in the stockroom. If you notice that any item is running low, alert staff by making a note in the Day Book.

## **Lending Library**

The books on the shelves in the café have been donated, usually by local customers.

There is no charge for borrowing books.

Ask customers to return the books when they have read them.

Customers may donate books in exchange or purchase at £1 per book, 3 books for £2. If people donate books please put in back office for them to be sorted, any unsuitable books will be taken to a charity shop.

## **Dry cleaning**

We accept dry cleaning, it is collected by NAME, they will pick up on a DAYS, please call them to let them know items are waiting. To accept dry cleaning there is a duplicate book and price list behind the counter, fill in and give one half to the customer and attach the other half to the dry cleaning. Payment is made on collection.

## **Ticket sales**

We are happy to sell tickets to local events. A box and information about ticket prices and with contact details etc. should be provided and these are kept under the metal table. All tickets should be cash or cheque. If in doubt about availability etc. please ask them to contact the event organiser direct.

We do not charge for this service.

## **Parcel drop off**

Delivery drivers often drop parcels here either because the customer has arranged it or because they find that for one reason or another they cannot deliver it. Generally we are happy to do this provided we know that the customer has been informed that it is here. What we do not want is for parcels to be dropped off without the customers'

knowledge and then left lying around the shop for weeks. Parcels should be stored in the parcel cupboard which is the right hand side of the post box.

### **Delivery drivers' directions**

We are asked for a lot of directions. Your local knowledge may allow you to give directions however you may need to refer to the map book. There is a comprehensive map where all properties can be tracked down if the driver has the house name.

This information must not be photocopied and taken away by the drivers; however they are welcome to consult it.

### **Notices and notice boards**

Private adverts offering courses or services (less than A5 size) may be displayed inside the shop on the notice board.

Costs are 50p a week or £2 per calendar month paid in advance.

On the back of the notice, write the date when it expires.

Notices advertising a local or a charity event may be displayed free of charge on the community notice board outside the shop and on the central pillar.

No notices should be placed on the pillar in the porch.

### **Lost property**

If the item is of value please put in the little safe and write a note in the Day Book. If it is a wallet or phone look through and try to contact the owner. Call local police at end of day if not claimed.

Clothes and bits and bobs should be put in back office a note put in Day Book, after a month these items will be taken to a charity shop.

## **Using the bread oven**

Bread is baked first thing in the morning – a mix of baguettes and loaves. There may be special orders – check the Day Book. A standard weekday morning baking is: 14 white (rustic) and 14 brown (seeded) baguettes and then 3 Boccata loaves, 3 brown (seeded) loaves, 2 Baltic loaves. Usually, a second batch of loaves is baked, with more baguettes for the café. At weekends, more bread will be needed and speciality breads and croissants are cooked as well.

There are instructions for using the oven and for the programmes for different bread types on the wall above the oven.

## **Postal services**

The shop is not a post office but does offer postal services:

Loose stamps are kept in a blue folder on the wall shelf behind the till.

Book of stamps kept in container next to till drawer.

Mail Collection – letters and parcels:

Recorded Delivery

Special Delivery

The Post Box is in the shop. Keys are kept behind the till. If a parcel is too big for the slot, open the cabinet and place it inside. Remember to re-lock the door.

Post is collected Monday to Friday 3.30 and 10 am Saturday

## **Using the postal scales**

Press ON and wait for 0.

Place mail on the scales. The weight in grams will be shown.

Customers now need to refer to the poster on the wall, or the booklet, to find the price.

After checking the size of the item using the measuring ruler

### **‘Signed For’ and ‘Special Delivery’**

Signed for can be first class or second class. It gets no special treatment but someone will sign for it at the other end. It is good for letters of complaint when you don't want them to claim they never received the letter.

Special delivery guarantee delivery next day, it also has insurance and is good for sending passport etc. more expensive.

The paperwork for these services is kept in the post box cabinet. There is a book of forms and a roll of labels for each service. Instructions on how to use the forms and labels are in the front of each book. When you have completed the transaction, place the item inside the book of forms in the post box cabinet. The postman will sign the form when he collects the post (at around 3.30pm.)

We cannot do 'proof of posting'.

There is more information about the postal services, custom declaration forms, etc. in the stamp file.

### **The photocopier, fax machine and internet**

Costs are: A4 = 10p per sheet, A4 double sided = 15p, A3 = 20p per sheet. Paper for the copier is kept in the cupboard in the machine or in the stockroom. Discount may be given for a large number of copies or if the customer provides paper – check with NAME. We can also do colour copying which cost more and a code needs to be entered: 4321.

Faxes can be sent from the shop. The fax machine is in the stockroom. Costs are 50p for the first sheet and 20p for subsequent sheets. Faxes abroad are £1 per sheet. No faxes can be received.

## **The internet**

Customers can access the internet in the café from their own laptops/phones. The password to use the WiFi CODE

## **STOCK POLICY**

The day to day stocking of the shop remains the responsibility of the Shop Manager under the strategic guidance of the Business Group.

We aim to source goods as locally as possible, and support local businesses. We will respond to any reasonable customer request for items to be stocked. We will reflect seasonal events in the stock we select.

We will be equitable in the selection of stockists: the sole criteria will be the quality of the product and whether it will sell profitably.

## **PREMISES AND HEALTH AND SAFETY**

### **General Policy**

The general Health and Safety policy of NAME is:

1. To provide adequate control of the health and safety risks arising from its work activities.
2. To maintain a safe and healthy working environment.
3. To ensure the safe handling and use of substances.
4. To prevent accidents and cases of work-related ill health.
5. To provide and maintain safe plant and equipment.
6. To consult employees and volunteers on matters affecting their health and safety.
7. To provide information, training and supervision for employees and volunteers.



## **Responsibilities**

1. Overall and final responsibility for Health and Safety is that of the NAME Committee.
2. Day-to-day responsibility for ensuring that this policy is put into practice is delegated to the Community Shop Manager and volunteers.

### **All employees and volunteers are to:**

1. Cooperate with the Shop Manager on health and safety matters.
2. Not interfere with anything provided to safeguard their health and safety.
3. Take reasonable care of their own health and safety.
4. Report all health and safety concerns to an appropriate person (as detailed in this policy statement) and in any event to the Shop Manager.

## **Information, training and supervision**

1. The Health and Safety Law poster is displayed at the shop and leaflets are issued to all employees and volunteers.
2. Supervision and training of employees and volunteers will be arranged or undertaken by the Shop Manager. This will include induction and subsequent on the job training.

## **Health and safety risks arising from NAME activities**

NAME uses standard 'Health and Safety Executive Risk Assessment' documentation. NAME does not rely on generic risk assessments but will carry out specific assessments for each activity as appropriate.

Copies of 'Risk Assessment' and 'Fire Assessment' are held in a file behind the till.

## **Electrical equipment**

All electrical items in use in the shop are annually tested for electrical safety: a dated label will indicate when this was last carried out. Arranging and monitoring these tests is the responsibility of the Business Manager.

## **Safety of equipment**

All equipment and fixtures and fittings in the shop are inspected regularly for signs of wear, and for safety of use. In particular, fire extinguishers are inspected every year, and date labelled. The shop premises have a comprehensive smoke alarm with visual indicators as well as a sound system which will call members of staff.

## **Housekeeping**

Please also refer to the 'Cleaning schedules' and 'Diary' in the appendices.

It is important that the shop area is kept tidy, and passageways kept clear; to make it inviting for customers, to minimise hazards and to maintain access for people who use wheelchairs. In particular, the pathway to emergency exits must be kept open. Heavy items should not be placed on high shelves. Waste should not be allowed to accumulate but be disposed of as soon as possible, taking due account of its nature. Packaging cardboard, particularly, should be put outside in the recycling bin.

## **Lone working**

Volunteers should not work alone. It is our policy for there to be a minimum of two persons on duty at any time. Staff members may, in certain situations, work alone but should make sure that a family member knows where you are and when you are expected home. The Shop Manager or Committee member can be contacted in an emergency.

## **Manual handling**

It is never necessary to lift something that is beyond your strength, or reach too high. There are plenty of other people around. Use the step ladder or step stool only if you feel confident doing so.

## Keys

A register is maintained of those having keys: volunteers are forbidden from having extra keys cut. A full set is kept by the Shop Manager, keys to areas such as bins are kept in the key safe by the main light switches.

## Lighting and electrics

The water stop cock is in the kitchen but can also be accessed from the outside of the building using the key, the main fuse box and mains switch is located in storeroom.

## EMERGENCY PROCEDURES

### Robbery

If a robbery attempt is made on the shop, do NOT put yourself at any risk. Stay calm: the only priority is your safety and that of any customers. Hand over whatever they ask for; everything is well insured. Similarly, only challenge shoplifters if you think it is safe to do so.

### Fire and evacuation

1. If the smoke alarm is activated the volunteer on duty must instruct everyone to leave the shop, not forgetting that there may be someone in the toilet.
2. Call 999 from the shop telephone only if safe to do so, or from a mobile. Stating shop name, location and postcode: NP16 7NW
3. Fight the fire briefly with the all-purpose extinguisher if safe to do so. To operate, remove the pin, squeeze the handle and direct the nozzle to the base of the fire. The fire extinguishers are beside the door for a reason: it may be safest to keep walking out of the building.
4. Exit the shop and stay nearby to attract the attention of attending fire appliances.
5. The assembly point will be the at the shop sign.
6. Stop anyone entering the shop.

7. If not possible before, call 999 on the shop remote handset, your mobile phone or from a local house.
8. Do not re-enter the shop unless a qualified person tells you it is safe to do so.

### **First Aid**

1. A first aid box is held behind the till for use by staff as necessary.
2. The nominated first aider will be the Shop Manager, who has received formal first aid training, many volunteers will have also attended an emergency first aid course.
3. Because the shop is staffed by a large number of volunteers it will not be possible always to have a trained first aider on site however where possible there will be a first aider on duty. If one is not available when a medical event occurs:
  - Telephone for a doctor or ambulance as the situation demands.
  - Summon a local first aider or the Shop Manager if available.
  - Keep the patient as warm and comfortable as possible until qualified help arrives.
  - Ensure that a note is made in the Day Book of any items used from the first aid box so that they can be replaced.

## **GREEN HOUSEKEEPING POLICY**

### **Policy**

NAME will strive for environmental excellence in all aspects of the management of the Community Shop.

### **Responsibility**

Responsibility for ensuring that environmental considerations are taken fully into account ultimately rests with the Management Committee but the day-to-day responsibility for implementing the policy, and for monitoring it, rests with the Shop Manager. All staff and volunteers are required to adhere to this policy.

## **Aims**

NAME aims to improve its environmental performance by:

1. Seeking to minimise food waste.
2. Conserving energy, water, wood, paper and other resources, which are scarce or non-renewable, while still providing a safe and comfortable working environment.
3. Reducing waste through re-use and recycling and by using refurbished and recycled products and materials where these are available.
4. Adhering to relevant legislation and regulations.
5. Educating, training and motivating staff and volunteers to work in an environmentally responsible manner and to play a full part in developing new ideas and initiatives to improve environmental management.
6. Communicating openly with staff and volunteers about environmental policies and best practice and cooperating with others in the public and private sectors to develop and promote environmentally sound practices.

## **Review**

This policy will be reviewed every three years.

## **EQUAL OPPORTUNITIES POLICY**

### **Policy**

NAME Community Shop is committed to equality of opportunity in the employment of staff and volunteers, in the services it offers to its customers and the selection of suppliers regardless of their race, gender, marital status, sexual preference, age, religious belief, ethnic origin, nationality, colour or physical or mental disability.

## **Practice**

1. Every employee, volunteer and Committee member has a personal responsibility for the implementation and compliance with this policy.
2. NAME will seek to ensure equality of opportunity and treatment for all people in the course of its activities.
3. NAME will take appropriate measures to ensure that members of its Committee and its staff and volunteers have an understanding and awareness of the meaning and effects of discrimination.
4. NAME will ensure that all local residents are aware of its services and products and that they have access to the shop and its services either directly or through a home ordering and delivery service.
5. Publicity material and other information will be available in formats requested by customers to enable them to have equal access to these so far as this is possible
6. NAME will ensure that there is no discrimination against anyone offering their services as volunteers in any capacity.
7. NAME will ensure that the recruitment and appointment of employed staff including job descriptions, advertisements, selection processes, training, conditions of employment, pay and expenses and other aspects of employment do not directly or indirectly discriminate against any potential or actual employees.
8. NAME will actively pursue its commitment to equality of opportunity in hiring contractors, suppliers and other bodies to undertake work for it.
9. NAME will ensure that its procedures for dealing with complaints related to equal opportunities are effective and efficient and that all complaints are brought to the attention of, and dealt with by the Management Committee.



## **Relevant legislation**

NAME is aware of its responsibilities as an employer for equal opportunities under the following legislation:

- European Convention on Human Rights and the Human Rights Act 1998
- The Disability Discrimination Act 1995
- The Race Relations Act 1976 and Amendment Act 2000
- The Sex Discrimination Acts 1975 and 1986
- The Rehabilitation of Offenders Act 1974
- The Chronically Sick and Disabled Persons Act 1970 and Amendments of 1976
- The Equal Pay Act 1970
- The Disabled Persons (Employment) Acts 1944 and 1958

## **Conclusion – Review**

NAME is committed to ensuring that all its employees, volunteers and committee members make this policy a reality by practicing non-discriminatory behaviour and practice at all times. In this spirit, NAME will review this policy and its practices every three years to ensure that it complies with current legislation and good practice.

## **Allergies Policy**

NAME has implemented an Allergies Policy, as required by legislation. This is in the Allergies File for reference. On each table in the café there is a notice to customers:

Please note that our dishes may contain one or more of the following allergens: cereal, peanuts, nuts, fish, shellfish, sesame seeds, eggs, milk, soya, celery and celeriac, mustard, sulphur dioxide and Sulphites. If you require further information on the allergen content of our foods, please ask a volunteer and they will be happy to help you.

After making soups or ‘specials’ made for the café, volunteers complete a record sheet to show whether the dish contains any allergens. The sheets are kept in the allergies file behind the shop counter.

## **Policy on shoplifting**

The policy provides guidelines for procedures to be followed in cases of suspected shoplifting and is kept in the 'sShop Bible' on the shelves behind the till.

- We recognise that we have a responsibility to deter theft and volunteers are asked to be vigilant in this respect.
- If an incident of apparent theft is witnessed when NAME or a member of the Management Committee is present it should be reported to them immediately. In their absence it should be recorded in as much detail as possible and emailed to NAME and the committee or put in an envelope marked for NAME attention.
- A volunteer who witnesses a customer apparently stealing is not expected to challenge them and must never try to restrain them.

## **STATUTORY RESPONSIBILITIES regarding Health and Safety**

- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- NAME has to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995. Therefore any injury, illness or dangerous event that occurs in the shop must be recorded in both the daybook and the accident book and then brought to the Shop Manager's attention as soon as possible.
- Incidents of sickness or diarrhoea preclude staff from working in the shop within 48 hours of the cessation of the complaint.
- Control of Substances Hazardous to Health (COSHH)
- As an employer and under our duty of care to the public, NAME Ltd has a responsibility to control any substances that may be harmful to human health. In NAME's current circumstances this is likely to be limited to toxic cleaning materials and to pest control agents, which are to be kept away from public access – on the designated high shelf in the Store room- well away from saleable goods.

## **Working in the café**

### **The cafe**

#### **Food Hygiene in the café**

When you work in the café, either preparing or serving food, you must follow basic rules to ensure your own and customers' safety. These are displayed on the wall of the café and remind you of the importance of:

Having clean hands and washing them frequently.

Removing all jewellery, if possible.

Keeping surfaces and utensils clean.

Avoiding cross contamination between cooked and raw food.

Covering cuts with blue plaster (in the First Aid box).

Wearing a clean apron for each shift.

Wearing shoes which cover your feet.

Taking off your apron during breaks or visits to the lavatory.

Using the blue paper towel to dry dishes, plates etc.

Using a clean dishcloth each day (and disposing of or sterilising used dishcloths).

You will find more, important, information in the 'Safer Food, Better Business' file.

Everything returned to the fridge at the end of the day must be date labelled (except for milk and butter) to ensure that all food used or prepared in the café is suitable for consumption. Use the labels kept on the shelves under the counter in the kitchen.

The label should record the date the food was prepared (or a packet opened) and a use-by date. Normally, the use-by date is 3 days after making or opening.

If there is bread left over at the end of the day put the bread into plastic bags and label it using the appropriate date label.

Day old bread can be used for toast, made into breadcrumbs or sold at half price (marked as yesterday's bread.) Baguettes not baked the same day should only be sold filled in an emergency.

Each morning, the volunteer on duty in the café must go through all the items stored in the fridge and throw away anything that is no longer in date. Even if food looks edible, it must not be served to customers after its use-by date. There is more information about food hygiene in the 'Safer Food, Better Business' file.

### **Preparing Food for the Café**

Preparation work for the café is usually done by volunteers on the morning (8.30 -12) shift. This helps the volunteers on lunchtime shifts to deal more quickly with customers' orders. After checking use-by dates of items in the fridge, you will need to identify what preparation and cooking needs to be done.

1. Cakes are put out early each morning for customers having coffee or tea
2. Discuss with NAME if a 'special' should be prepared
3. Soup is made freshly every day. (If there is too much, it is frozen for later use) Volunteers putting out vegetables will bring you any items suitable for soup or you can get them as needed
4. Get bread, milk and butter from the shop for café use
5. Replenish baguette fillings: Tuna Mayo, Egg Mayo, Cheese, Ham, Paté
6. Replenish salad/ garnish ingredients: tomato, cucumber, lettuce
7. Check the menu board and delete / add items as necessary
8. List all the goods you take from the shop, weigh and price any loose vegetables or fruit. They must be entered on the till as own use café ingredients If you do not have time to do this, let the volunteer on the next shift know, so that they can do it when there is time
9. If you make soup or a 'special' you must complete an ingredients check list, kept in the Food Allergy Policy File behind the till, and filed in the allergy folder when the food is finished

10. If you open an item for use in the café, check the storage instructions on the container. Items marked 'refrigerate after opening' must be labelled with the date of opening and stored in the fridge.

## **Using the coffee machine**

### **The coffee machine**

You will receive training on using the machine. The following is a reminder of how to make the 5 different coffees we offer. Make sure that the plastic grinder dispenser is full, or there may not be enough coffee in the handles.

#### **Espresso – single**

1. Take a single handle and fill with one shot of coffee
2. Tamp down firmly
3. Locate in the machine
4. Place small espresso cup under the handle nozzle
5. Press small cup icon button to dispense the coffee

#### **Double espresso**

1. Take a double handle and fill with two shots of coffee
2. Tamp down firmly
3. Locate in the machine
4. Place large espresso cup under the nozzles
5. Press two small cups icon button to dispense the coffee

#### **You can make two single espressos using the double handle**

1. Follow steps 1 – 3 above
2. Place a small espresso cup under each nozzle

3. Press the two small cups icon

### **Americano (black coffee with milk on the side if requested)**

1. Take a double handle and fill with two shots of coffee
2. Tamp down firmly
3. Locate in the machine
4. Put 2froz hot water into a cup and place under the nozzles
5. Press two small cups icon button

Often, a request for a black coffee is well met with a single or double Americano.

### **Cappucino**

1. Take a double handle and fill with two shots of coffee
2. Tamp down firmly
3. Locate in the machine
4. Place cup under the handle nozzle
5. Press large double cup icon button
6. Put one cupful of milk into the jug
7. Open the steam wand to expel any water
8. Put the steam wand just under the surface of the milk and open the steam wand. Use your hand on the bottom of the jug to heat test. Hold the jug at 25/30° to create a vortex
9. When the milk is hot but not boiling remove, swirl the milk, tap on the counter and pour close to the edge of the cup to leave a white centre

### **Latte**

1. Take a double handle and fill with two shots of coffee
2. Tamp down firmly



3. Locate in the machine
4. Place large cup under the handle nozzle
5. Press small double cup icon button
6. Put one cupful of milk into the jug
7. Put the steam wand low in the milk and open the steam wand. Use your hand on the bottom of the jug to heat test. Steam until hot
8. When the milk is hot but not boiling remove and pour it slowly into the cup, allowing the creamy surface of the black coffee to stay on the surface

### **Mocha**

1. Take a double handle and fill with two shots of coffee.
2. Tamp down firmly.
3. Locate in the machine.
4. Put a half scoop of drinking chocolate in a large cup.
5. Place the cup under the handle nozzle.
6. Press small double cup icon button.
7. Stir to dissolve the chocolate powder.
8. Put one cupful of milk into the jug.
9. Put the steam wand low in the milk and open the steam wand. Use your hand on the bottom of the jug to heat test. Steam until hot.
10. When the milk is hot but not boiling remove and pour it slowly into the cup.

### **The Dishwasher**

The dishwasher is switched on in the morning as part of the opening routine tasks, by pressing the green button. It takes about twenty minutes to heat up. Dishwasher

liquid is automatically dispensed from a container under the sink. However, if things are not being properly cleaned, check that it has not run out.

If you are working in the café in the evening, you must drain and switch off the machine at the end of your shift. Press the power button, all lights will go out, then press the cycle button which will then drain the machine, once the lights have all gone off again, open door and leave open overnight.

### **Cleaning routines: café**

The Daily Checklist for closing routines shows which cleaning jobs need to be done every day. There are other jobs that need to be done regularly in the kitchen and café:

- Cleaning the fridge – usually done weekly.
- Cleaning the coffee machine – usually done on Tuesday and Friday morning.
- Cleaning the dishwasher – usually done weekly on Monday morning.
- Emptying the bowl under the coffee machine – every couple of days.
- Cleaning behind the ovens – usually done weekly.
- Spring Cleaning – two or three times a year by a working party of volunteers at weekends and in evenings.

Full information on cleaning is in the 'Safer Food, Better Business' file.

### **Emergencies**

#### **Coping with the unexpected – general guidelines**

If things go wrong when NAME, or an experienced volunteer, is not in the shop and you are not sure how to put them right, the guidance on the following pages will help you decide what to do.

Your first point of reference (after this guide) should be the Shop Bible, kept on the wall shelf behind the till

A list of engineers and others with specialist knowledge is on the volunteers notice board, in the emergency box and at the front of the 'Safer Food, Better Business' file

If NAME is on leave, you should phone the relevant on call supervisor, who will be named in the Day Book

In the case of any problem you encounter, always remember to record what happened and what action was taken in the Day Book and sign or print your name clearly.

### **In Case of Fire**

In the event of fire it is the primary duty of all concerned to prevent injury or the loss of life. For this purpose you should make certain that you are familiar with all the means of escape in case of fire and the method of operating the fire fighting equipment.

If you discover a fire or a smoke alarm sounds.

Immediately and calmly alert the manager, other volunteers, customers and visitors, including those in the IT suite or upstairs office.

Attack the fire, if possible, with the appliances provided but without taking personal risks.

Leave the building by the nearest fire exit escorting customers and other visitors to the assembly point under the village shop sign.

Notify the manager or her deputy of all present and if anyone is suspected missing from their likely location.

Do not stop to collect personal belongings

Do not leave the assembly point until you are told it is safe to do so by the manager or her deputy

The Manager or her/his deputy will call the fire service immediately by dialling 999, giving our phone number 01291 689 995 and asking for the fire service.

When the Fire Service answers state clearly: Fire at the NAME; Post Code

## Powercuts

First, determine whether it is a power cut or an internal failure:

Locate the torch in the emergency box there is a second torch in the back office.

Using the step stool, check whether the trip switch has been activated by looking at the fuse box in back office. Put all the switches down from left to right, and then put them up, one at a time

Reset if required

**If the cut is not caused by the trip switch, take action immediately to minimize the damage to chilled and frozen stock and to prevent electrical damage from a surge when the power comes back on:**

Switch off the dairy chiller, the drinks chiller and the large freezer, using the switches on the wall at the entrance to the back office. The switches are top left, top right and bottom left.

Conserve freezer and fridge temperatures by pulling down the blinds in front of the dairy chiller and piling on insulating material over the freezers, newspapers work well. Do not keep opening them.

The till will not work, nor lights, ovens, scales and coffee machine. The emergency lighting will come on. However, depending on the weather, this still makes the shop quite murky.

The shop alarm will let out a steady beep but has an internal battery and so should work.

The standard phones will not work as they are linked to the mains. A torch and a basic battery phone and are kept in the box marked 'Emergencies' on the metal table behind the till. The phone can be plugged into any phone socket.

To report the fault / find out when the fault is likely to be repaired, call 08003281111 Normally, the shop remains open with a limited service in the cafe. Payment is cash only, if people have the right money. Otherwise, a log should be kept for locals which

lists what they took, price if known and their signature so that we can reclaim the income when the till is working.

It may be necessary to close the shop, especially if it gets dark. This should be decided on a case by case basis and a member of the committee should be informed if NAME is not on duty

### **When the power comes back:**

Switch on the three machines in the chiller area, being careful to leave a few seconds between each switch operation to minimize a power surge.

Check the fuse box on the back wall in the office to see whether the far left switch is still up. If it has dropped down, or other switches in the row, then push the far left one up and then push the others up with an interval between each.

Record the power failure in the Day Book and sign or print your name clearly.

Take the temperatures again.

### **Water supply problems**

There is a stopcock under the window sill by the post counter for the bread oven and outside tap.

The kitchen stopcocks are under the shelf with plastic tubs in the kitchen and under the sink.

### **Complaints**

#### **If you receive a complaint from a customer:**

1. Check that you have correctly understood what they are saying and thank them for drawing the matter to your attention
2. Remedy the situation yourself, if possible, or with the help of a fellow volunteer - for example by giving a refund
3. If NAME is not in the shop, make a note for her attention in the Day Book about what happened

#### **If you cannot resolve the complaint or if the customer is still dissatisfied,**

## Template Volunteers handbook – based on The Brockweir and Hewelsfield Village shop handbook

Counter Culture – Building Volunteering in Community run shops for all ages

**Plunkett  
Foundation**

Improving rural lives together

1. If NAME is in the shop, alert her to the situation and refer the customer to her
2. If NAME is not in the shop, ask the customer to complete a complaint form (in the Shop Bible)
3. Explain to the customer that you will pass the form to NAME and that she will respond within 5 working days
4. Give the form to NAME as soon as possible, ensure there are full contact details.

### Accident Book & First Aid Boxes

This is kept beside the First Aid Box and Emergency Box. Accidents to volunteers or customers must be recorded in it. There is a First Aid Box on the wire shelves behind the counter. Blue plasters must be used to cover cuts.

Major incidents that require a trip to hospital must be reported to NAME asap as further action may need to be taken.

