

SOUL CAFE

Breakfast procedure



Team Leader to arrive:	6:30am
Volunteers to arrive:	7:00am (no later)
Doors open to guests:	7:15am

There must be two (2) volunteers present for doors to open to guests

Team Leader Responsibilities:

- Café supervision
- Delegation of duties to volunteers
- Ensuring all volunteers sign in and out
- De-escalate difficulties encountered with guests. If unable to de-escalate Team Leader to call **000** and state "a guest is threatening personnel".

Tasks/Duties to be Actioned:

- **Urn** – turn **ON**
- **Dishwasher** – turn **ON**
- **Storeroom fridge** – check for leftovers (ie. fruit for cereal) advise Team Leader
- **Stock control** – use kitchen sign on/off clipboard to communicate with Team Leader re: low stock
- **Volunteer induction/orientation**
 - new volunteers to be shown location of Level 2 toilets, exits, evacuation plan and volunteer folder
 - explain kitchen routine
- **Meal count** – record number of meals served on sheet on kitchen wall (near gloves stand)
- **Housekeeping**
 - put tables and chairs away
 - leave kitchen clean and tidy
 - vacuum floors
 - Mop vinyl floors **(This must be done last mopping from the back of the kitchen towards the carpet area to avoid slipping. Use 'Wet Floor' signage. No volunteers to walk in mopped areas until fully dry)**
 - check toilets /ensure equipment/lights etc. are turned **OFF** prior to leaving

Breakfast Menu & Service:

Beverages	Coffee, Tea and Milo	served to guest on arrival
Fruit	Use on cereal (if available /check storeroom fridge)	
Cereal	Three (3) cereals (including muesli) Team Leader decides which cereals to be served	served first hot meal offered after cereal
Toast	Spreads offered: peanut butter, vegemite and jam (if available) No limit to servings of toast per guest	to be cooked as needed - not served cold to guests
Eggs	Butter and eggs located in first fridge in storeroom. Serve poached or fried Serve hot (do not leave out to turn cold/rubbery)	to be cooked on demand (in frying pans)
Beans/Spaghetti	Serve warm	heat in microwave (as needed)

THANK YOU FOR VOLUNTEERING!