

Café Pavilion

Volunteers Information Kit

Congratulations and thank you!

Through volunteering your time and help in the Toorak College Café Pavilion you have contributed to its continued success and viability. Your time spent in the Café Pavilion should be relaxed, rewarding and most of all fun!

Please read the information provided below to give you a better understanding of the Café's operations and purpose along with our legal obligations. Just a gentle reminder that all staff including volunteers are asked to **please wear fully enclosed shoes**.

We look forward to seeing you soon.

Kind regards

Jane Smith: Café Manager
Kristy Russell: Catering Manager

Café Pavilion Mission Statement

The Café Pavilion aims to provide a range of nutritionally healthy eating options at the most competitive price.

Its purpose is to operate as a lunch service to the staff and students of Toorak College.

We aim to provide a safe, warm and inviting place that is accessible and welcoming for all students, staff and others to socialize and interact.

Through using best practice and embracing the schools guiding values we aim to provide a service that reflects and supports both the students and schools needs.

Café Pavilion Purpose

The purpose of the Café is to provide fresh healthy eating options to students, staff, families' and others in a relaxed and inviting atmosphere. With support of volunteers the café aims to keep pricing at a minimum at all times. The Café Pavilion is both a service and a business.

Roster

Please find attached a copy of this terms roster.

Should you not be able to work we have provided phone numbers of other volunteers you are welcome to swap shifts with. Should you swap a shift or fall ill please notify the Café Manager at your earliest convenience.

Evacuation Procedures

In the case of an evacuation all Café staff report directly to the Catering Manager.

Food Hygiene and OH & S

Please carefully read the attached information sheet on Food Safety and OH & S procedures. All volunteers must be familiar with food hygiene and OH & S procedures before commencing a shift. If you are unsure about any of the points outlined please don't hesitate to contact the Café Manager.

Food safety and OH & S procedures.

Please familiarize yourself with the following standards which apply to all who work in the Café. Before you commence work you will be asked to sign the volunteers record sheet to acknowledge that you have read and understood the below information.

Clothing

- Place excess clothing and bags in designated area away from foods
- **Ensure that shoes are fully enclosed** and minimal jewellery is worn. Unnecessary jewellery can harbour bacteria and contaminants.
- If you wear nail varnish/false nails please wear disposable gloves to avoid food contamination
- Protective aprons must be worn at all times. Aprons are not to be taken outside of the café area. The Café Manager will present you with a clean apron upon commencing work.
- Long hair is to be kept tied back please.

Personal Hygiene

- Please ensure hands are washed before commencing work. Hands must always be washed after:
Visiting the toilet, touching your face, nose or mouth, handling raw foods, handling rubbish
Upon re-entering the workplace, after cleaning duties, smoking, coughing, sneezing, eating, drinking.
Handling animals
- Cover cuts/grazes with fluorescent bandaid. If injury is on hands please wear disposable gloves.
- Hand washing should be frequent and thorough. Please use warm soapy water and wash thoroughly. Hands should be dried using paper towel or a hand drier.
- Smoking is not permitted within the Toorak College grounds.
- It is asked that volunteers do not assist if they have had or been exposed to any recent illness. Regardless of its severity, bacteria are easily transmitted to food, staff or students.

Food Safety

- Do not store raw foods above cooked foods.
- Ensure all foods are correctly labelled and dated.
- Do not cross contaminate utensils. Fresh utensils for each item are to be used.
- Keep food prep areas clean and sanitized at all times
- Always return cold foods back to fridges/freezers as quickly as possible
- Change food handling gloves between tasks, handling money or cleaning.

OH & S

- Volunteers are not to lift or move heavy objects without staff assistance
- Please be aware of all hot display equipment. Use tongs at all times to prevent injury.
- Do not run or rush within the Café. Take your time to prevent collisions.
- If a spill occurs please notify the Café Manager immediately.
- Please ask the Café Manager before using any cleaning chemicals.
- Should you be concerned about any potential hazards to your safety please report them immediately to the Café Manager **Your safety is of great importance.**