



Downtown Community Centre – Tuck Shop Volunteer

Overview of the Opportunity

As a Tuck Shop Volunteer you will serve a wide variety of customers light lunches and beverages, handle cash and help with cleanup.

Key Responsibilities or Tasks

- Adhere to and follow Safe Food Handling Procedures and sanitation rules
- Make and serve tea, coffee, sandwiches, and small snacks
- Perform cash duties and make accurate change for the customers
- Refer any unusual requests to appropriate City of Kitchener staff
- Provide pleasant and helpful service for the customers
- Wipe lobby tables and load and empty dishwasher

Skills, Experience and/or Qualifications

- Restaurant, cafeteria, or food handling experience is an asset
- Cash handling experience is an asset
- Team player – works well with others to achieve a common goal(s)
- Problem solving skills – understanding what to do in a situation
- Reliable and committed – able to follow through with what you said you would do
- Customer service skills - adaptability, ability to use positive language, patience, active listening, attentiveness

Time Commitment

Day and Time: Tuesday or Friday – 8:30 a.m. – 1:15p.m.

Commitment: 6 months

Your Impact

The revenue that is generated from Tuck Shop sales is donated to a variety of centre projects as well as City of Kitchener programs and services; so you will not only be providing friendly daily serve to customers but helping to support other programs and services offered at the City of Kitchener

Skills You'll Gain

- Money handling- counting and calculating
- Customer service skills - adaptability, ability to use positive language, patience, active listening, attentiveness

What You'll Get

- Specific volunteer opportunity and corporate recognition
- Volunteer verification and/or reference, community service hours and resume building

Additional Things You Should Know

- This role requires you to stand for long periods of time
- The Tuck Shop is open from 9 a.m. – 1 p.m.; Monday - Friday

Address: Downtown Community Centre – 35B Weber St. W. Kitchener

Age Criteria: 18+

Interview/Orientation: Yes

Reference Check: No

Police Records Check: No

Contact: Sandy Hrubik, Senior Program Coordinator DCC 519 741 2200 ext. 5079 or sandy.hrubik@kitchener.ca