

# COMMUNITY DINING – HOSTING VOLUNTEER GUIDANCE



## What am I wearing?

- A FoodCycle Apron or High Vis jacket if you are outside, it makes it easier for guests to know who is a volunteer.
- A name badge – this is to ensure we are a welcoming place for guests
- A face covering

## What information should I have before a session starts?

- Information from welcoming briefing - this will cover keeping safe, how the service will run and who to go to with questions
- What's in the dishes (ingredients and allergens)
- How the queue system works and where the guests should be lining up
- Know who the leader is for your session

## Welcoming Guests at the door / Guest Information

- If you are managing the queue you will be helping a Project Leader to collect guest will need to give their information to a Project Leader to aid NHS Test and Trace and inform guests of any last minute closures of the projects.
- They do not need to give the information if they are not going inside to eat.
- Ensure people are social distancing
- Keep the queue moving
- Inform guests that if they see or hear anything that raises a concern, they should report it to the Project Leader

## Hosting inside the venue

- You will be serving dedicated tables the leader will let you know which one you are covering
- You will ensure that guests remain seated unless going to the toilet or exiting
- You will be making sure that the guests are in a welcoming environment and letting the Leader know if you have any concerns