

## **Catering Volunteer**

The MSA Trust runs special events each year. These include our Candlelight event, where people gather to share memories and dedicate a candle to a loved one, and our Summer Social at Sarah's Wood.

At these events we offer guests light refreshments. The role of the Catering Volunteers is to help at the event by laying out refreshment tables, making teas and coffees, serving guests, and tidying up at the end of the event. Catering Volunteers help to make event guests feel welcome and cared for, and make our events a special occasion for everyone. This is a good role for anyone who wants to volunteer with friends or family as a small team.

### **What the role involves**

Catering Volunteers work as part of a team with MSA Trust staff to prepare and serve refreshments, keep preparation and serving areas tidy, and make a special day for our guests.

On the day, you might be asked to

- Shop for refreshments with a member of staff.
- Be aware of refreshments on offer and respond to questions from guests.
- Be responsible for managing the kitchen area throughout the event.
- Prepare hot and cold drinks.
- Take food out of packaging and display on refreshment tables.
- Wash up and keep the refreshment area stocked, tidy and welcoming.
- Clear up leftovers, clean the refreshment and kitchen areas at the end of the event.
- Follow directions from MSA Trust Staff to make sure the event runs smoothly.
- Act as an Ambassador for the MSA Trust throughout the day.

Before the event, you might be asked to join an event-planning meeting online.

Food is preprepared, so you don't need any cooking skills. You need to be mindful of basic food hygiene and use common sense in handling and laying out food and drinks.

You don't need to have any experience or knowledge of MSA to volunteer in this role.

### **What skills are needed?**

- Being friendly and approachable
- A positive, can-do attitude
- Able to work as part of a small volunteer team, without supervision from staff.
- Willing and able to take on different tasks.
- Able to understand and follow basic food hygiene guidance.
- Willing to follow instructions from staff and ask them for help if needed.
- Able to take on light physical work for several hours, carrying refreshments and hot drinks.
- Understanding that events can be emotional for guests who are remembering loved ones.



You will need to wear practical, comfortable clothing. This role can be tiring, as you will be moving between areas, transporting food and drinks, and interacting with guests. We aim to make this role accessible to all, but there may be restrictions depending on the location of the event (e.g. stairs, limited space for wheelchairs).

### **What you can expect from us**

- A named role manager to support you before and after the event.
- Staff support on the day, to explain what is needed and answer your questions.
- Being part of a friendly team.
- Information and guidance to make sure you feel confident and safe before and on the day.
- Refreshments provided on the day.
- Help with pre-agreed travel expenses.
- Experience in supporting people affected by MSA.
- Ongoing communications, including news about volunteering opportunities, volunteer newsletters and free MSA News magazine.

### **What we ask of you**

- Respond to communications before and after the event.
- Arrive on time on the day.
- Wear appropriate clothing and footwear.
- Follow the directions of staff.
- Follow good food-hygiene and safety guidance.
- Act as a positive ambassador for the MSA Trust
- Treat all guests with warmth and kindness.

If you have any questions about this role, please email [volunteer@msatrust.org.uk](mailto:volunteer@msatrust.org.uk)