

# kinfolk

'coz we give a fork

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a how to guide on rocking this show  
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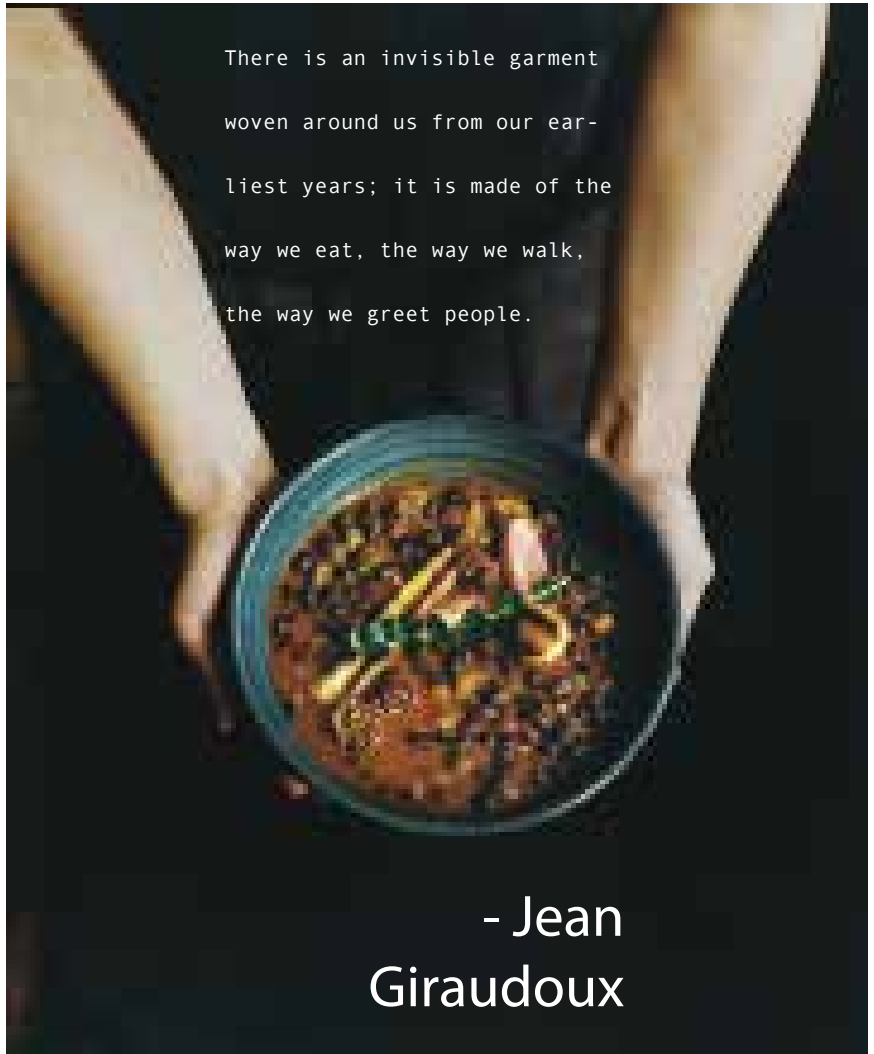
Kinfolk is a cafe. We're a community. Our service and collective personality is eclectic and exceptional. We run with the labour and love of a large talented and energetic volunteer workforce who assist our core staff.

We love our food and we love our coffee. We are engaged with our suppliers - the artisans who harvest and craft our ingredients and inspire our daily changing menu. We bring these stories to our guests' tables alongside the dishes.

But the buck doesn't stop there. We distribute 100% of every buck we earn to two projects.

Why? Because we give a fork.

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There is an invisible garment woven around us from our earliest years; it is made of the way we eat, the way we walk, the way we greet people.

- Jean Giraudoux



## C a t h y F r e e m a n F o u n d a t i o n

Palm Island is located 68 km south east of Townsville in far north Queensland and is one of Australia's largest discrete aboriginal community, but also the fourth most disadvantaged community in Australia.. It is home to over 3800 people, yet there is only 350 houses to call home. Unemployment is 90%. Life expectancy is 50. More than 90% of grade sevens are unable to read and write at the minimum NAPLAN standard. Less than 10% of students graduate secondary school. Four in five children suffer mild to moderate hearing loss. They struggle with phonetics and early learning.

Around 60% of the population is under 20, meaning half the population is school aged - and composing these bleak statistics. The Cathy Freeman Foundation is focused upon bridging the indigenous educational gap that separates this remote community from the majority of Australia. Early learning programs ensure children are equipped with fundamental reading and writing skills whilst award ceremonies recognize and reward growth and positive attitudes geared towards learning. Activity based programs foster healthy bodies and minds whilst scholarships to external boarding schools afford disadvantaged Palm Island teens access to alternative options for education.

“Every child deserves the right to reach their potential and achieve their gold medal moment in life.” Cathy Freeman





## C r e d o C a f e - U r b a n S e e d

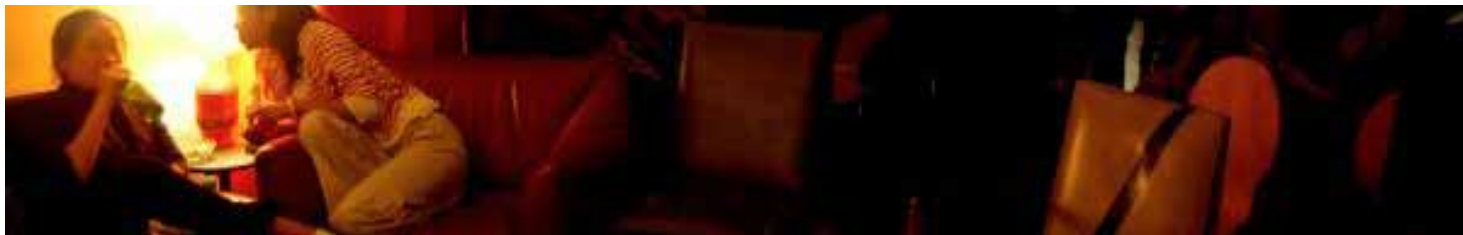
The Melbourne CBD is home to the Credo community and their hub is the Credo Café – a colourful, friendly place that has been carved out of the basement of Collins Street Baptist Church. Here, people from all walks of life – including those experiencing homelessness, addiction, mental illness or isolation – come together to eat, play and create. There is no cover charge for this unique cafe or its homely fare, and it doesn't stereotype itself. All are welcome - so the day's patrons might include a handful of students, a retiree, an office suit a nun and of course members of team Credo.

Credo folk, are those who have exited homelessness, are onto the road to stability, and who want to give back to the Credo community. The group not only help to serve lunch

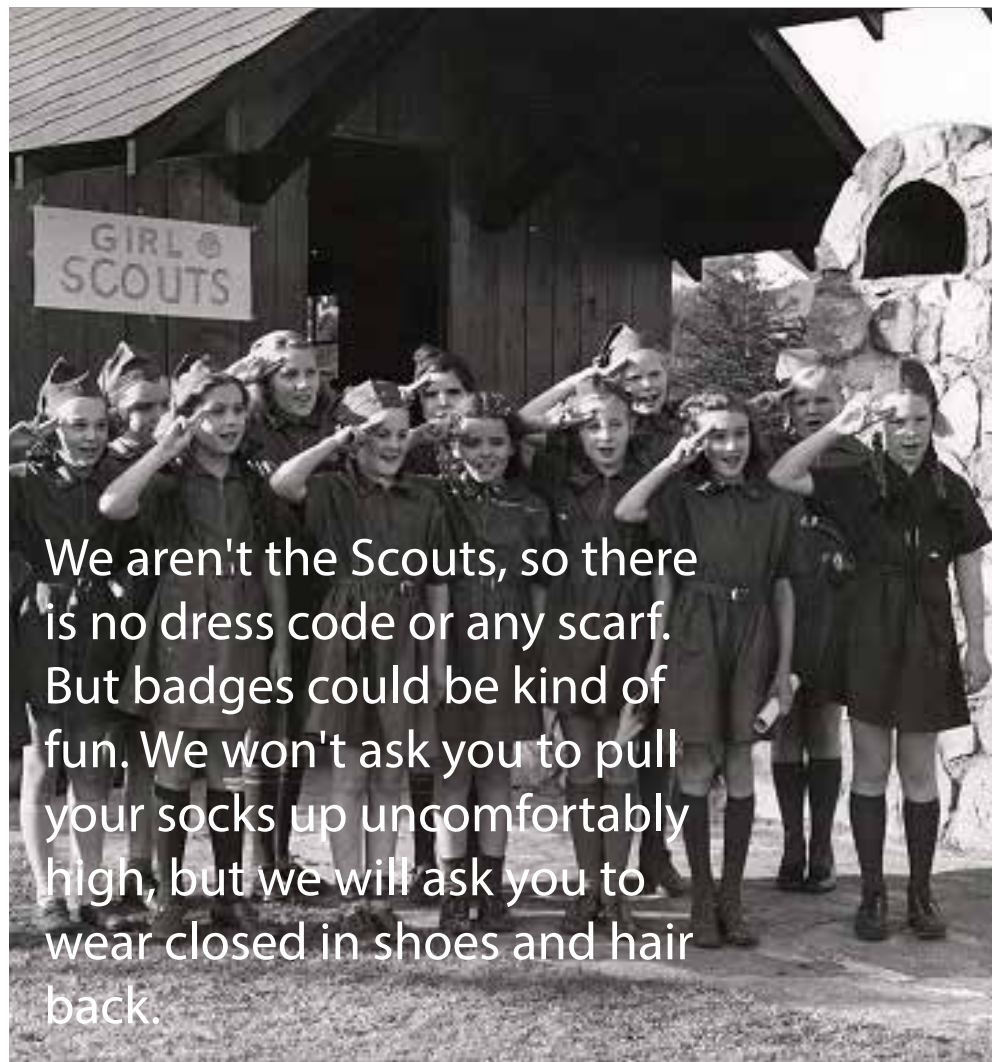
and clean and tidy the space, but they shop for ingredients and prepare the meals as we would do so for our family and friends.

Credo cafe nourishes bodies and minds, and connects people. After lunch patrons might mingle and stay to participate in Credo Art Beat - a project which courageously creates a space where broken pieces of lives are transformed into works of beauty and wholeness. Or maybe step into the women's space.

Other credo projects include an outreach and blanket run and a strong tradition of building community through recreational activities including camping, cricket, or trips to see their friends at Gembrook Retreat.



We're not the Scouts, so there is no dress code or any scarf. (although, badges could be kind of fun.) We do however need to wear closed in shoes and our hair up. That's standard for hospitality. And unlike the Scouts, we don't have a pledge or contract. Instead our volunteer staff understand that in offering their time to kinfolk they agree to be accountable. This means keeping a regular four hour shift in the roster. In doing so you create a workable rhythm, the opportunity to develop meaningful relationships with staff and a rapport with regular customers. Providing notice in advance via text or email to our volunteer manager Elle for any foreseeable absences ensures that the café's community in its entirety, staff and customers alike, enjoy a positive stress free experience. Being punctual also means we collectively start the day on the right foot - each shift begins with a brief on the day's menu from the chefs. But this is only possible when everybody is present.



We aren't the Scouts, so there is no dress code or any scarf. But badges could be kind of fun. We won't ask you to pull your socks up uncomfortably high, but we will ask you to wear closed in shoes and hair back.



Δ LIST OF NAMES -  
HELPERS, VOLLIES &

**KINFOLK**

JARROD BRITFA Δ Δ SUE Δ MARA  
••• ELLIOT COSTELLO •

Chiquita

FIM SMITH BRUCE ROB -  
CHET NERS LACHE GULLIVER SIM -  
ON LEWIS MICHAEL BRITFA

FLUMMIES

SPARKIES

PLASTER

SAM BRETT FRANKLIN  
JOEL STANHOPE MAT -  
WASH BKE NEME

FRIGGES

THE GREAT WALL OF  
CHINA WOULDN'T BE BIG  
ENOUGH TO LIST ALL  
THE WONDERFUL PEOPLE  
WHO HAVE GENEROUSLY  
DONATED THEIR TIME AND  
LOVE TO KINFOLK OVER  
THE PAST 4+ YEARS.





# O B L I G A T I O N

O U R

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The nature of the volunteer relationship is never a one-sided deal. Your individual commitment to Kinfolk is extremely valuable and the paid staff and management of the café understand and appreciate this. We started counting back in 2012, and thus far over 250 volunteers have logged more than 14,000 hours. The magnitude of this generosity is both humbling and inspiring. To honour and respect your contributions we endeavor to provide

**Support & Guidance** – we aim to instruct and nurture all volunteers to the best of our ability. We are always available should you have any queries or concerns. We too appreciate your feedback and expertise!

**A Sense of Community** – just as it takes a village to raise a child, it takes an entire community to build and run Kinfolk. As diverse as we are, from farmers to chippies, floor staff to patrons of the

café, we are all connected by this institution. A sense of community naturally arises, but we also endeavor to support and nurture the growth of connections and sharing through a little extra curricular activity and merry making.

**A Space for Creativity** - this book outlines very finitely how you can help kinfolk in the context of your four hour waitstaff shift. But if you have a skill you'd like donate, or an interest you'd like to further, we'd love it if you were vocal about it. Some of our volunteer staff have curated and cooked banquets, led kombucha master classes, co-ordinated underground cinema screening. We have resident carpenters who construct tables and shelves, media faciliators and many other talented contributors. With Kinfolk keeping short hours, this beautiful space is often vacant, so if you've got a fun idea of something to do or implement, we'd love to help make it happen.

S T E P S O F  
S E R V I C E



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1.  
WELCOME We greet all customers entering the café and inquire as to how many people are in their party.
  2.  
SEAT Confidently directly people to where we would like them to sit. We always try to seat people efficiently to ensure that we can accommodate as many people as possible and minimize the wait time for queuing customers. This means we would prefer to seat single customers on one of our bench or communal spaces, as opposed to a table that could seat up to three people.
  3.  
SET WATER + MENU Every new customer/group is set with a bottle of filtered water from our Furphy tank and the appropriate number of glasses. Not everybody in a group may be present yet we still set out glasses and printed menus for the absent guests, indicating to other staff that the seat is reserved.
  4.  
EXPLAIN Given the seasonal nature of our pantry our printed menu only provides a brief overview. For this reason we also write the detail of the day's dishes on a chalkboard. We then offer them a drink in the meantime (each table is already set with a drinks menu).
- .....



5.

**ORDERING** – All orders are made through our POS (Point of Sale). As we take a table's order we simultaneously remove the menu and return to set cutlery. The menu is not only a guide for customers, but a visual cue for us that the customer needs to order food!

6.

**CLEARING** As soon as a customer has finished their meal/beverage we return the dirty item to the dish section where we scrape and stack to keep the area from descending into chaos. We also help our fellow dishie out by checking the drying bench for clean items, like glasses, saucers or buckets of cutlery which we can polish and return to the floor.

7.

**CHECKING IN** It's a great point of service to check in with the customer at various points throughout their visit. As wait staff it is your job to know or anticipate a customer's needs or wants but chances are you aren't a mind reader. The easiest way is to ask! Be confident in asking if someone might like another coffee, it's a hallmark of great service to preempt people's requests. And perhaps they don't want a coffee, but maybe they need a refill of their water, or want to know 'how kinfolk works'.

8.

**ADIOS** If a customer asks to settle the bill, instruct them to pay at the till on their way out. As a group leaves, make sure to shout out a farewell (many of our customers are repeat offenders) then clear, wipe and ready the table in anticipation of your next guest.



# U S H E R I N G P E O P L E I N



Quite often customers enter the space, unfamiliar of where to go, what to do, where to seat and what to eat. That's where we come in. As Kinfolk volunteers we welcome every customer much as if they are guests in our home. A greeting is a great place to start. It is generally agreed that "hello" is an appropriate greeting. Because if you entered a room and said "goodbye" it could confuse a lot of people. Then we guide them to where they need to be. Perhaps they're only chasing takeaway, so we'll point out the till and its adjacent menu. Maybe they want to dine in - so we direct them to where we'd like them to sit (seating is a precarious thing - we need to be mindful of preserving as much space as possible so we can accommodate later customers). But maybe it's slamming busy, the wait list for a spare table is longer than our arm and we're occupied with other tables yet to order. Let the guest know one of our floor staff will be with them in a second. A nod, just some simple acknowledgement that you know they are waiting, can make them feel at ease and comfortable.



I try to greet my friends with a drink in my hand, a warm smile on my face, and great music in the background,

because that's what gets a party off to a fun start - Ina Garten

Our food philosophy is one of simplicity and seasonal produce. We aim to create meals that are wholesome, nourishing and reflective of our overall ethos: conscious consumption. We buy locally, often directly from the farmer, and use organic, fair-trade products where possible. This philosophy translates into an exciting and variable menu with our chefs, Paolo and Hiro, crafting two fresh menus every day for breakfast and lunch. It may seem a hard ask for you to confidently recollect and verbally relay such a kinetic menu to every customer you seat. However all the information will be readily available to you; on the chalkboard menus or at the start of your shift when the chefs take all volunteers through the day's fare. For this reason, and others, it's important to be on time for your shift.

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# T H E F O O D

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To help our guests understand what's on offer, it's important that we not only set printed menus but introduce them to the chalkboard menu where they can read the dishes in greater detail.

We want to inspire people with our chef's creativity so we do so by reading them the day's menu. It's a small detail, but very personable and professional.



O U R  
C O F F E E



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Our good friends up north, Di Bella, supply our beans. An Australian roaster, they have been sourcing and blending beans for over a decade. And when it comes to their relationship with the farmer, it's pretty black and white. From crop to cup, they practice a philosophy of education and reward for excellence. Our baristas strive to continue this standard, and as floor staff we assist them by communicating the customer's precise preferences (a coffee is quite personal) and ensuring we run a coffee as soon as it is prepared. A coffee can expire very quickly so it's pertinent that we respond as soon as we hear the cry of "coffee up" or, more significantly, "black up".

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Like the menu, our baristas rotate seasonal blends and specialty single origins on a day to day basis.

**BLENDS:** blends are made from beans cultivated from many different nations and farms balanced together to achieve a certaining palate. We use the blend as our house bean, making the marjoity of our coffees with it.

**SINGLE ORIGIN:** is sourced from a singular geographic location or farm. For this reason they tend to be more specialist, being available only in small quantities and resulting in more distinct flavours. The single origin bean is our default for black coffees, but it's also available for other styles of coffees if the customer requests it. Unlike many cafes we don't charge for a single origi because we encourage adventurous spirit.

As the beans vary on a day to day basis, so too do the tasting notes and aromas. We suggest you start your shift by readng through the flavour profiles at the start of your shift, ask for a spare shot or just hit up our baristas for their opinion on the day's beans.



[COFFEE UP] When a coffee has been made the barista will call out “coffee up”. This is a cue for someone to “run” the coffee to the customer. Either the barista will instruct us where the coffee is to go and any variations, for instance a flat white on soy, or they will leave the docket on the saucer so we can interpret ourselves the coffee type and destination before stabbing the docket on a spike. As we deliver the order we always announce it so as to ensure the customer receives the correct coffee.

[BLACK UP] It is crucial that coffees, especially black coffees be run immediately as their quality expires very quickly. The barista will help us understand the urgency by hollering “black up” or “espresso up”.

[SERVICE] When a meal order has been prepared the chef will call “service” or ring the bell. The chef will then instruct us the table destination and which meals or similarly leave a docket for us to interpret.

[COMING] It is very important that as soon as you are free to run a meal or coffee you yell out “coming”, “got it” or any other affirmative response you favour. Even if you’re only five meters away. This simple act of communication is hugely appreciated by our chefs and baristas.

[BACKS] Moving through the kitchen we clearly say “backs” when passing behind or alongside someone. It’s a tiny and very distracting space where it’s easy to bump somebody. Who inevitably will be carrying something either a) boiling b) heavy c) sharp or d) all of the previous.



COFFEE UP  
SERVICE  
COMING  
BACKS  
!BLACK UP!

the cafe opens 7AM

morning crew of volunteers arrive 7.30

The kitchen volunteer arrives 8am

final Breakfast orders 10.30

breakfast closes 10.40

COMMIT NO NUISANCE

Lunch menu starts 11AM

## THE DAILY PROGRAM

Changeover of crews 11.30

Kitchen volunteer finishes up 2PM

Check for final orders 2.30

kiTchen closes, takeaway coffee only 2.40

Kinfolk closes, 3pm

arvo vollies are set free! 3.30

