

The background image shows a coffee shop interior. A red brick wall is visible, with a green pendant lamp hanging from the ceiling. On the counter, there are two coffee grinders, a cash register, and various other items. A white text box is overlaid in the center of the image.

**KINFOLK
VOLUNTEER
& STAFF
TRAINING
MANUAL**



Hello!

WELCOME TO THE KINFOLK FAMILY!

KINFOLK IS A CAFE

We're a community.
Our service and collective personality is electric and exceptional.
We run with the labour and love of a large talented and energetic volunteer workforce who complement our core staff.

WE LOVE OUR FOOD & COFFEE

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

We distribute 100% of every dollar we earn to one of two projects. Why?.....

Because we give a **FORK**

OUR CHARITIES

aka
WHERE ALL THE
PROFITS GO!

SUPPORTING AND
EMPOWERING
PEOPLE SEEKING
ASYLUM TO
MAXIMISE THEIR
OWN PHYSICAL,
MENTAL AND SOCIAL
WELLBEING.

ASYLUM
SEEK
RESOU
CENT

100% OF THE DISTRIBUTABLE
PROFITS FROM KINFOLK
CATERING & DWHE GO TO
CHARITY.
MAKE YOUR VOTE COUNT.

URBAN
SEED

FOSTERING A SENSE
OF HOME FOR THOSE
OF US EXPERIENCING
HOMELESSNESS,
ADDICTION, MENTAL
ILLNESS & ISOLATION.



CATHY FREEMAN FOUNDATION

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The Cathy Freeman Foundation programs broaden horizons and support Indigenous students to experience their full potential in school, and beyond.

The Foundation acknowledges the strength and wisdom that lies within remote Indigenous communities. Our work demands strong and trusting partnerships with community, elders and school leaders. We partner with communities for the long haul, as we journey through the complexities of the work required to create social change.

The Foundation delivers four programs designed to travel the journey of a child's education from Pre Prep through to Year 12. The Cathy Freeman Foundation inspires children to realise their own gold medal journey.



ASYLUM SEEKER RESOURCE CENTRE | ASRC

The ASRC is Australia's largest provider of aid, advocacy and health services to people seeking asylum.

Founded in 2001, the centre has grown to operate over 40 programs that protect, support and empower Australia's wider asylum seeker community with core services such as; food, material aid, health, legal, employment, education and training as well as social and community development. These programs run independently of federal funding and work towards ensuring people seeking asylum are treated fairly and their human rights are upheld and respected in accordance with international human rights law.

The ASRC currently supports more than 4,600 members each year throughout its' projects.





VOLUNTEER INFO

Expectations & Responsibilities

[DRESS CODE]

We aren't the Scouts, so there is no formal dress code, we want you to feel comfortable when you are working at Kinfolk. However, to meet safety standards, please ensure your **hair is tied back** and you wear **closed in shoes**.

[ACCOUNTABILITY]

Volunteer staff understand that in offering their time to Kinfolk they agree to be **accountable for their actions** including; keeping to their four hour shift in the roster, providing opportunities to develop meaningful relationships with others and build rapport with customers.

[ABSENCES]

We understand that sometimes things come up that we didn't expect, or that you become unwell. Please ensure that you communicate any absences to the Volunteer Manager as soon as you become aware. You can text the volunteer manager mobile number or send an email.

[PUNCTUALITY & LATENESS]

In order to ensure the efficient and stress free operation of the cafe it is important to be punctual for the start of your shift. If you know you are going to be late for your shift, please text the Volunteer Manager of the site where you are volunteering as soon as possible and notify of your estimated time of arrival (ETA).



Call me maybe?

If you are running late for your shift, or cannot make it on the day - text the venue Volunteer Manager:

- **Kinfolk: 0478 696 106**
- **Sibling: 0434 047 940**

To schedule a shift, change your availability, tell us about your unavailability or change your volunteer preference (or any other issues) - call or text the Volunteer Programs Coordinator:

- **Lilly: 0423 22 99 53**

A smiling woman with dark hair, wearing a patterned top, stands in front of a decorative arrangement of bare tree branches. She is holding a small chalkboard sign that reads "FREE Tasting Coffee BY Volunteers". Several small birdhouse-like decorations are attached to the branches. The text "OUR OBLIGATION TO YOU" is overlaid in large white letters on the left side of the image.

OUR OBLIGATION TO YOU

The volunteer relationship is not one-sided, your individual commitment to Kinfolk is extremely valuable. The paid staff and management understand and appreciate this commitment.

*We started counting back in 2012 and so far, **700 volunteers** have logged more than **50,000 hours** of their time to Kinfolk.*

The magnitude of this generosity is both humbling and inspiring. To honour and respect this contribution we aim to provide each volunteer with the following.....

[SUPPORT & GUIDANCE] - We aim to instruct and nurture all volunteers to the best of our ability. We are always available should you have any questions or concerns. We also 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 cafe, we are all connected by this institution. A sense of community naturally arises, but we also endeavour to support and nurture the growth of connections and sharing through extra-curricular activities and merry making.

[A SPACE FOR CREATIVITY} - If you have a skill or talent that you would like to donate in addition to your time in the cafe, we would love for you to share your interest/ideas with us. We love to help others make things happen!



COMMUNITY



THE CAFE

FOOD, COFFEE
& SERVICE

The cafe opens daily - 7.00am

Morning volunteers arrive - 7.30am

Final breakfast orders - 10.50am

Breakfast closes - 11.00am

Lunch menu starts - 11.15am

Changeover of crew - 11.30am

Check for final lunch orders - 1.45pm

Kitchen closes - 2.00pm

Take-away coffee orders close - 2.40pm

Kinfolk closes - 3.00pm

Afternoon volunteers are free - 3.30pm



CAFE
INFO



THE STEPS OF SERVICE

1. WELCOME



2. SEAT



3. SET WATER
+ MENUS



4. EXPLAIN



5. ORDERING

8.

FAREWELL



7. CHECKING
IN



6. CLEARING



[STEP 1 - WELCOME]

Greet all customers entering the cafe and determine how many people are in their group.

[STEP 2 - SEAT]

To ensure efficiency, we try to seat single customers on a bench or communal space rather than a table that could be used to seat a group of 3-4 customers.

[STEP 3 - SET MENU + WATER]

Every table is pre-set with water, glasses and menus.

When seating a customer, adjust with the appropriate number of menus and water glasses. Turn over the required number of glasses even if some guests are yet to arrive and ensure enough menus for all guests..

[STEP 4 - EXPLAIN]

Printed menus only provide some information of our menu, explain the options available from the daily specials or if anything has sold out. Offer customer(s) a drink while they wait for their food.

[STEP 5 - ORDERING]

Handwrite the order on a docket and then enter into POS. Remove the menu and set the cutlery required for the items ordered.

[STEP 6 - CLEARING]

As soon as a customer finishes a meal/drink, return their dishes to the kitchen. Scrape plates and stack on sink. Check for clean/dry cutlery to be returned to the floor for polishing.

[STEP 7 - CHECKING IN]

As wait staff, it is our job to anticipate a customer's needs or wants. As we are not mind readers, the best way to determine this is to ask the customer!

Be confident in your approach, ask the customer if they would like another coffee if you notice they have finished one, or if they have finished with their lunch, they might like something yummy from our selection of cakes, slices and truffles.

They might just want to ask you more about how Kinfolk operates.

[STEP 8 - FAREWELL]

If the customer is ready to settle (pay) the bill, please direct them to the payments till on their way out. If you have time, you can always print the bill and bring it to them.

Make sure you farewell the customer/group on their way out, then clear and wipe down their table and reset the table with water, glasses and menus in preparation for the next customer.



OUR FOOD

Our food philosophy is of simple and seasonal produce. We aim to create meals that are **wholesome**, **nourishing** and reflective of our overall ethos - **CONSCIOUS CONSUMPTION**

We source produce **locally**, often direct from farmers and use **organic**, **fair-trade** products. This translates into an exciting and variable menu created by our head chef, some dishes changing daily and others, weekly.

You should check the specials each shift with the chefs or café supervisors and write them down on your docket book for easy reference when you see the customers. It is important that you are on time for each shift so that you can become familiar with the specials.



OUR COFFEE

We source our coffee from a variety of Australian roasters. Our house blend comes from Di Bella, an Australian roaster that has been sourcing and blending coffee beans for over a decade, Di Bella's relationship with their farmers is very black and white, from crop to cup they practice a philosophy of **education** and **reward for excellence**. We also have rotating **single origin** beans from local artisan roasters.

Our barista's strive to continue this standard. As floor staff, we assist them by communicating the **customers coffee preferences** and ensuring we run coffee as soon as it is prepared.

WHY DiBella? Well...

COFFEE BEANS

Like the menu, our barista's rotate seasonal blends and speciality single origin beans on a day to day basis.

[BLENDS] - Blends are made from beans cultivated from many different nations and farms, balanced together to achieve a desired palate. Kinfolk use the blend as our house bean, making the majority of our coffees from this.

[SINGLE ORIGIN] - 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 the default used for all black coffees, but it is also available for other styles of coffee if the customer requests it. Unlike many other cafes, we don't charge more for single origin because we encourage an adventurous spirit.





USHERING PEOPLE IN

When customers enter the Kinfolk space, they are often unfamiliar with where to go, what to do, where to sit and what to eat. **That is where you come in!**

We welcome every customer as if they are guests in our own home by greeting the customer as they enter the cafe. We then guide customers to the most appropriate location.

1. If they're after **takeaway**, we will guide them to the takeaway ordering till.
2. If they are **dining-in**, we will direct them to the most suitable table.

If it is super busy on the floor and you are not able to assist a customer right at that moment, please let them know that someone will be with them shortly. If this is not possible, even making eye contact or smiling at the customer is usually enough to **let them know you have seen them and will attend to their needs as soon as possible.**



WHAT WAS THAT?

CAFE TERMINOLOGY & SERVICE

[COFFEE UP] - When a coffee has been made the barista will call out '**coffee up**'. This is the cue for someone to 'run' the coffee to the customer. The barista will either provide information on where the coffee is to go and/or any variations e.g. strong latte, or the docket will be left for wait staff to interpret themselves. Once the type and destination of coffee are determined, spike the docket, place coffee on saucer with a spoon and deliver to table. Announce the coffee to the customer to ensure you have delivered the correct coffee.

WHAT WAS THAT?

[BELL] - You will quickly learn to listen for the sound of the bell, this means there is hot food ready to be run! Make your way as quickly and calmly to the kitchen, and either read the docket, or listen for the chef's instructions. If given the docket, read it, then spike it, and deliver the food to the table. The docket only gets spiked once the order has been fully dispatched from the kitchen.

[BACKS] - When moving through the kitchen it is common practice to say '**backs**' when passing behind or alongside someone. It's a small and very distracting space where it is easy to bump into others. Individuals in the kitchen are often carrying something; a) boiling, b) heavy, c) sharp or d) all of these. In order to maintain the safety of everyone at all times, please remember to communicate when moving in and out of the kitchen.



