Role Description - Souvenir Shop Assistant/Welcomer

Responsible to: Shop Organiser
Work with: Shop organisers and other volunteers
Hours/days: Minimum one shift (10am-1pm or 1pm-4pm) one day a week (Monday-Friday)
Location: Outpatients Building, St. Bartholomew’s Hospital

Purpose of the role

There are two parts to this role:

1. To serve customers and help with the smooth running of the shop
2. To meet and greet patients, show them where they need to go and put them at ease

The Souvenir Shop must not be left unattended; therefore one volunteer would be manning the shop while the other can be on hand to help patients find their way.

Main tasks

Shop tasks:

- To stock up shelves and price goods as required
- To help unpack, price and put away stock
- When necessary to deal with money, operate the till and give change as required
- Offer an excellent level of customer service to visitors of the shop
- To let the Shops Organiser know of any requests or orders required

Welcoming tasks:

- To direct or accompany visitors and patients to the appropriate clinic, department, ward, tea bar, etc
- To check out with a patient if they appear to have been waiting around for a long time who they are waiting for and to tell the appropriate person
- To give general information to patients and visitors i.e. situation of lifts, stairs, etc
Skills, experience and attributes

- Reliable and punctual
- Enjoys meeting new people and has a friendly, easy going personality
- Is presentable, clean and tidy in appearance
- Has the ability to do some general clerical duties
- Has the ability to add up small amounts of money and give the correct change

Responsibility

- To wear Trust ID Card when on duty
- Follow the policies, systems and procedures of the Trust at all times
- Abide by the volunteer agreement and volunteer handbook at all times