



## **COFFEE & GIFT SHOP VOLUNTEERS**

**PURPOSE:** To provide service to the Owatonna Hospital Auxiliary Coffee & Gift Shop customers by volunteering during shifts as planned and arranged with volunteer scheduler

### **VOLUNTEER REQUIREMENTS:**

- Shall be able to work one of the following shifts: 7:45-11:45; 11:45-3:00
- Shall have completed orientation including Mantoux test
- Shall wear smock/vest and ID badge and follow Auxiliary dress code
- Shall be able to use cash register and credit card machine
- Shall have basic math understanding
- Shall be customer friendly, respectful, reliable and trustworthy
- Shall be able to stand 3.5 hours at a time, able to stoop, bend and lift up to 15 pounds
- Shall follow HIPAA confidentiality requirements
- Shall attend informational and training meetings as required
- Shall be responsible for getting own replacement worker and call Coffee & Gift Shop to update calendar changes
- Shall abide by the Hospital's "Standards of Behavior"

### **VOLUNTEER DUTIES:**

- Shall sell and learn about Coffee & Gift Shop products available
- Shall sell, serve and learn about coffee and food items available
- Shall handle credit cards, know return policies, issue and redeem gift certificates
- Shall write items needed by leaving note on supervisor's desk
- Shall assist with pricing, restocking, displaying items as requested by day-chairperson
- Shall assist with keeping Coffee & Gift Shop environment clean, neat and orderly

### **COFFEE & GIFT SHOP OPENER DUTIES:**

- Shall have shop opened by 8:00 a.m.
- Shall count opening cash, record on daily sheet and prepare cash register for the day
- Shall have food supplies displayed and ready for the day (on-going)

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(Signature)

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(Date)