

THE POINT

WE ARE OPEN

CAFE

MUSCLIFF PARK



What's the Point?

Welcome to our cosy cafe, where passion meets purpose!

Run by dedicated young volunteers, our cafe is more than just a place to enjoy delicious house-made cakes and quality beverages. It's a training facility that operates as a non-profit service, with all proceeds going back into the cafe to support our mission.

Every sip and bite you take helps us maintain our welcoming space and empowers our amazing volunteers. We strive to offer you the best, and your understanding of our pricing, which reflects these efforts, is truly appreciated.

Thank you for your continued support. Together, we're making a difference, one cup at a time.

Come join us and be a part of something special!

Want to get involved?

We are always on the lookout for enthusiastic volunteers who want to get involved. Whether you're passionate about serving delicious treats, learning new skills, or making a positive impact in the community, there's a place for you here.



Volunteer with us

Volunteering offers a wealth of benefits that can enrich your life in many ways. Here are some key advantages:



1. **Sense of Purpose:** Volunteering can provide you with a sense of purpose and fulfillment by contributing to a cause greater than yourself
2. **Community Connection:** It helps you feel more connected to your community and can lead to involvement in other local activities
3. **New Friendships:** It's a fantastic way to meet new people and build relationships
4. **Skill Development:** Volunteering allows you to learn new skills and improve existing ones, which can be beneficial for personal and professional growth
5. **Boosts Self-Esteem:** Helping others can boost your self-confidence and self-esteem
6. **Health Benefits:** Volunteering can improve both your physical and mental health by reducing stress and increasing positive feelings.
7. **Career Advancement:** It can also enhance your resume and provide valuable experience that can help in your career



Meet Viktoria, our wonderful hostess whose friendly face you'll soon come to recognise! 😊

Viktoria is the heart and soul of our cafe, responsible for both the daily operations and coordinating our amazing team of volunteers. Her dedication ensures that everything runs smoothly, and her warm personality makes every visit special.

If you're interested in volunteering or want to learn more about our cafe, Viktoria is the person to talk to. She'll be more than happy to guide you and answer any questions you might have.

Come by and say hello to Viktoria – she's looking forward to meeting you!

How to get involved...



Email Us - ThePointCafe@bcpcouncil.gov.uk



Volunteers Profile



- **Age:** 14 - 18, adults accepted with a DBS
- **Positive Attitude:** Bring a friendly and positive attitude to create a welcoming atmosphere for our customers and fellow volunteers.
- **Commitment:** We ask for a minimum commitment of a few hours per week to ensure consistency and reliability.
- **Punctuality:** Arrive on time and be ready to start your shift promptly.
- **Flexibility:** Be adaptable and willing to take on various tasks as needed, from serving customers to helping with event planning.
- **Teamwork:** Work collaboratively with other volunteers and staff to achieve common goals and maintain smooth operations.
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- **Communication:** Maintain clear and respectful communication with customers, volunteers, and staff.
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- **Customer Service:** Provide excellent service to our customers, including greeting them warmly, answering questions, and ensuring they have a pleasant experience.
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- **Barista Skills:** Learn and apply barista skills, including making coffee drinks and operating coffee machines.
- **Food Safety:** Adhere to food safety standards and practices, including obtaining a Level 2 Food Hygiene Certificate.
- **Passion for Community:** Show a genuine interest in supporting our mission and making a positive impact in the community.

Gain New Skills



- **Customer Service:** Learn how to interact with customers, handle inquiries, and provide excellent service.
- **Level 2 Food Hygiene Certificate:** This is essential for anyone working with or handling food.
- **Barista Skills:** Gain hands-on experience in making coffee drinks, operating coffee machines, and understanding the art of coffee making
- **Communication:** Improve both verbal and written communication skills by engaging with diverse groups of people.
- **Teamwork:** Collaborate with fellow volunteers and staff to achieve common goals, enhancing your ability to work effectively in a team.
- **Leadership:** Take on responsibilities that require decision-making, delegation, and conflict resolution, helping you develop essential leadership qualities.
- **Problem-Solving:** Navigate unexpected challenges and find creative solutions to issues that arise during your volunteer work.
- **Time Management:** Learn to manage your time efficiently, balancing various tasks and responsibilities.
- **Marketing and Social Media:** Assist with creating content, updating social media profiles, and promoting the cafe's initiatives.
- **Networking:** Build connections with other volunteers, customers, and community members, expanding your social and professional network.