

CERES FAIR FOOD

Food Host Position Description

(Volunteer Role)



About Our Social Enterprise

CERES Fair Food is a Melbourne-based organic food delivery service, which is setting out to create a healthier, happier food system. We aim to do this by ensuring our members have access to affordable, fresh and tasty organic fruit and vegetables as well as a range of organic, biodynamic or otherwise fair trade, local and/or healthier products. Our fresh produce is sourced from local growers who are paid a fair price for their produce. Our suppliers are also farm-worker friendly and practice eco-friendly farming.

Our unique distribution method means that we significantly reduce the carbon footprint associated with distributing food and that we are reconnecting our community with where their food comes from.

What is a Food Host?

Food Hosts are integral to the success of CERES Fair Food. Food Hosts are community-minded folk who offer a safe location where CERES Fair Food members can collect their deliveries each week. Food Hosts are individuals, businesses or organisations. They are an active part of the CERES Fair Food movement. They continue to engage with personal and local networks in order to build and maintain a sustainable customer base at the location of the Food Host.

For a Food Host to be sustainable for us, we require the growing and maintaining of about 10-12 regular customers (approx. \$500 per week) collecting from a Food Host. We will check up on new Food Hosts regularly to see how they are going with customer numbers, and set an initial trial period of 12 weeks for new Food Hosts.

Food Host Requirements

- Space in a sheltered, easily accessible and safe place (e.g. garage, lunch room, carport, porch) where deliveries can be dropped off by our drivers and then collected by customers during the allocated time.
- Time for a minimum of 3 hours to be 'open' for collection on ONE delivery day. Currently, delivery days are Tuesday, Wednesday and Thursday.
- Space for customer boxes to be flat packed and stored so they don't get wet. (NB. Customers can return our cardboard boxes to Food Hosts so we can reuse them, so space for these is important. You will have to baby sit the boxes between deliveries.)
- Space for an eski to be stored and swapped each week upon delivery.
- Time to contact customers if need be.
- Time to distribute CERES Fair Food flyers around the neighbourhood and carry out other promotional activities to inform potential customers of CERES Fair Food and your presence as a Food Host.
- Regular access to email, which will be used as the primary communication method between you and CERES Fair Food Staff

Food Host Personal Qualities

- Desire to be a part of the "Fair Food Movement" and share the vision of CERES Fair Food.
- A pro-active, communicative and welcoming nature.
- Are keen to create a sense of community in their local area.
- Are willing to be proactive and solve problems creatively.

Specific Food Host Commitments

Growing and maintaining customers:

- Reach out to personal networks to inform others about the option of CERES Fair Food, such as friends, family and online social media.
- Reach out to local networks to inform others about the option of CERES Fair Food, such as school/university networks, sports/extracurricular social groups and the local neighbourhood.

Before delivery:

- Receive the Customer Check-Sheet which will be emailed to you each week. This will inform you of who has order, a contact phone number for that person, and what they have ordered.
- (Optional) print this customer check-sheet and use it for people to sign off as they collect their delivery.
- Check that your designated delivery area is clear and ready for delivery.

After a delivery day:

- Check that everything has been picked up from the eski.
- Check the Customer Checklist after closing (Has everyone picked up?).
- Follow up any difficulties with orders i.e. contacting members who have not collected their delivery. Simply delete/recycle the Check List after use.
- Contact us (if need be) about how the pick-up went (Any issues?).
- Organise empty boxes in preparation for pick up on the next delivery day.
- Provide any feedback on issues or ideas about CERES Fair Food and Food Hosting.

Our Commitment to You

- Meet you and check that your premises are appropriate for Food Hosting.
- Offer you a discount of 25% on any orders of fresh produce (this includes set-boxes **NOT** on any extras such as milk, tofu, coffee, etc., or discounted bulk items) for the duration of your Food Hosting commitment.
- Provide the necessary tools to fulfill your role e.g. weekly customer check sheets, signs, CERES Fair Food contact names and details. etc.
- Regular check-ins about how Food Hosting and customer number are progressing through the initial 12 weeks and periodically beyond that time.
- Provide ongoing support and respond to any queries or ideas you have.
- Provide regular updates regarding Food Hosts and CERES Fair Food.
- Help attract new members and supply you with relevant marketing material.
- Support and online community through a Facebook group for Food Hosts.

Sounds good! I want to support CERES Fair Food and Volunteer my time and space. What now?

Send us an email back at foodhosts@ceresfairfood.org.au, and let us know that you're keen to set up a time for us to come out and meet you and see the space you can use as a Food Host.

Supervisor: Jesse Hull – jesse@ceresfairfood.org.au

Food Host Communicator:

Monique Miller – foodhosts@ceresfairfood.org.au

Customer Service:

CERES Fair Food - info@ceresfairfood.org.au

Opening Hours:

Mondays: 8:30am – 3pm

Tuesdays -Thurs: 8:30am – 5pm

Fridays: 8:30am – 12pm

Phone: +61 (03) 8673 6288

