

Agora Café

Volunteer Certificate Guidelines



Certificate of Achievement

For General Volunteers and Prep Shift Volunteers:

- willing and able to take on all roles available to an Agora volunteer (customer service, food prep, cash handling)
- regular attendance (not missed more than 3 times and/or not been late without good reason more than 3 times)
- maintains a positive attitude while volunteering and works well as part of the team
- follows Food Safe guidelines

Certificate for Outstanding Volunteers

- volunteers who consistently take initiative (e.g. self-initiating filling containers or cleaning during a slow shift)
- showed marked improvement in abilities over the term
- people who stay extra time when needed and contribute to the shift's overall efficacy
- volunteers on multiple shifts (with good attendance and performance throughout)
- volunteers who have been recognized for their excellence by other volunteers/Shift Leaders

Disqualification Criteria

Volunteers can be disqualified from receiving a certificate if:

- they are absent more than 3 times from their assigned shift and/or are regularly late for more than 10 minutes without a good reason
- they do not follow through with their commitment to volunteer at Agora for the entire term (e.g. if they stop attending their shift half way through the term because they made another volunteering commitment)