



Volunteer Liaison Department  
Swanage Railway Trust Ltd.  
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## USEFUL INFORMATION FOR NEW VOLUNTEERS CATERING DEPARTMENT (BUFFETS)

### BUFFETS

The Buffets Department is comprised of two static facilities as well as the on-train services. The main static facility is the "Bird's Nest" Buffet which is situated on Platform One at Swanage Station. The second is the "Norden Nest" situated adjacent to Norden Station and close to the Park and Ride. These together with the Micro Buffet and the Restaurant Miniature Buffet (RMB) situated on the moving trains, make up the Buffets Department. The Bird's Nest is open every day of the year except Christmas Day, the other facilities opening only on train operating days.

### CARRIAGES

**THE BIRD'S NEST.** Coach No.1947 arrived at Norden on April 3<sup>rd</sup> 1996 and was restored and refurbished by Mike Hayne the owner, helped by members of the London Group and the Swanage Railway's Carriage and Wagon volunteers, with some extra input from privately funded contractors. It was originally an Unclassed Restaurant (RU 1947) on the Western Region, but kept its same number for use on the Swanage Railway. It is popularly referred to here as an RMB, but is in fact built to a different design, having kitchen facilities as well as the serving counter. The Bird's Nest opened for business in May 1997 and has since gone from strength to strength, an extra support coach being added later. The unusual name was inspired by the discovery of three empty bird's nests lurking in the kitchen area when coach No. 1947 arrived at Norden. This Buffet is open daily being staffed by both voluntary and paid staff. We serve a full breakfast and lunch menu, as well as cream teas, cakes and beverages.



**THE NORDEN NEST.** RMB Coach No.1865, also privately owned, was delivered to the Swanage Railway in April 1993. It was one of nineteen RMB's allocated to the Midland Region having been built in 1961/2 and numbered M1865. In total 84 of these carriages were built by British Railways as an economical way of providing light refreshments where a full meal service could not be justified, and were designed for just one person to operate. It was restored by Swanage Railway volunteers and entered traffic in 1996, later being used as the Bird's Nest support coach at Swanage. It was subsequently relocated to Norden, opening as the Norden Nest in May 2004. The Buffet is open daily when trains are in operation and is staffed mainly by volunteers. Hot beverages, savouries, cakes, cream teas and ice creams are all available.

**ON-TRAIN BUFFETS.** RMB coach No. 1885 started its life as a Tourist Open Second (TSO) No. 3764 and its conversion into an RMB was started by our London Group volunteers in 1987, arriving at Swanage in October 1993. No. 1885 did not exist on British Railways, it was numbered by us and would have been the next but one in the BR numbering series. The Micro Buffet is situated in Brake Coach No. 9015, which is an ex BR Scottish Region Brake Second Open Trolley (BSOT) having had its serving hatch enlarged by us; the buffet occupies a compact space at the end of the seating area. These two on-train buffets are similarly stocked with light refreshments and alcoholic beverages, the latter necessitating a minimum volunteer or staff age of 18 years to comply with the Licensing Act.

### TRAINING FOR CATERING STAFF AND VOLUNTEERS

Most practical training is given in house, with the exception of the Food Safety in Catering Certificate courses available through the Local Authority. A normal working day is usually eight hours, rostering dates being arranged with the Catering Manager. The minimum dress code for catering staff is a white shirt, black trousers (or skirt for ladies) and black shoes, no trainers, aprons are provided, and tidy hair is important. For those working in the Bird's Nest black polo top shirts and non-slip shoes are preferred.

A normal day's work in the static buffets could include waiting at tables, washing up, serving at the counter and cleaning duties within the carriage. The steward manning the on-train buffet is responsible for keeping the tables clean as well as serving behind the counter. We work with the public daily and sometimes our job can be very challenging, therefore good communication skills are important. We are representing the Railway. The Swanage Railway operates a documented Youth Protection Policy to safeguard children. The policy of the Swanage Railway Trust is that all Volunteers should be Members. For further information please contact:

The Buffets Manager is Penny Jones - Telephone: 01929 475216  
Or contact the Volunteer Liaison Department as above.

**THE SWANAGE RAILWAY TRUST LIMITED**  
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