everybody eats

VOLUNTEERING WITH US

JUNE 2025

Volunteer Handbook vol. II

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From all of us at Everybody Eats—a big congratulations on signing up for your first shift!

You've just joined a community of 7,000+ registered volunteers, and already you've taken that first step toward making a real difference—one plate at a time.

From our first pop-up on K'Road in 2017 to our permanent restaurants in Onehunga, Wellington, and Glen Innes, our kaupapa has remained the same: turn rescued and donated kai into delicious meals served with aroha, and make sure everyone feels welcome at the table.

Every night, we offer a three-course meal on a pay-what-you-can basis—prepared by our talented head chefs and served with care by our amazing volunteers. No two evenings are ever the same, but the spirit of manaakitanga is always present.

As a volunteer, you're a vital part of the team that brings this experience to life. Each site is supported by a Head Chef, who oversees the kitchen, menu, and food safety, and a Restaurant Manager, who leads daily operations and service standards. They're backed by our national team across operations, partnerships, and comms—all working together to help you thrive in your role.

It's no surprise that volunteers are at the heart of everything we do. Your time, energy, and care help us reduce food waste, build connection, and create a space where everyone belongs.

Thank you for being part of this movement. We can't wait to welcome you on shift and work alongside you to make good things happen.

— The Everybody Eats Team

“He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata.”

What is the most important thing in the world?
It is the people, it is the people, it is the people
— Māori proverb (whakataukī)

At Everybody Eats you'll likely meet hundreds of new people: from our wonderful regular and daily new diners to our enormous volunteer whānau, some of whom have been with us since the very beginning!

Supporting this expansive Everybody Eats community and keeping things running (as smoothly as possible!) behind the scenes is our dedicated crew, made up of chefs and restaurant managers and key operations and communication roles.

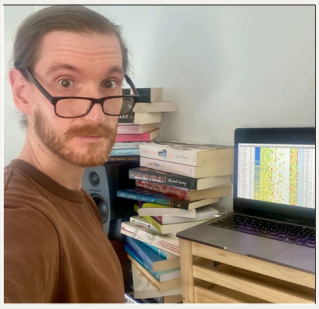
Meet the crew powering our kitchens and community.



Susan
Partnerships & Marketing Manager



Amy
General Manager



Nic
Operations Manager



Amanda
(GI) Restaurant Manager



Urisha
(GI) Head Chef



Jake
(ONE) Restaurant Manager



Archana
(ONE) Head Chef



Jack
(Wgtn) Restaurant Manager



Alicia
(Wgtn) Head Chef



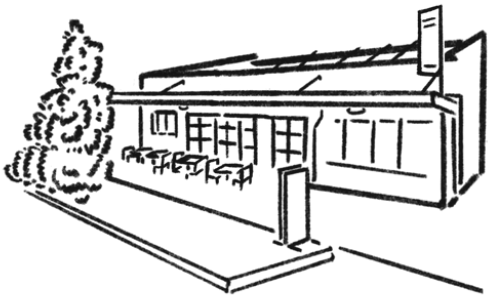
Erin
Admin & Comms Officer

“We’re increasingly disconnected … (food) is our common ground”

Nick Loosley-Founder
SpinOff, 2019

Onehunga *eats*

est. 2019



Location:
306 Onehunga Mall Rd

Key Personnel:
Restaurant Manager - Jake Brown
Head Chef - Archana Kurup
Food Rescue - Amanda Butland

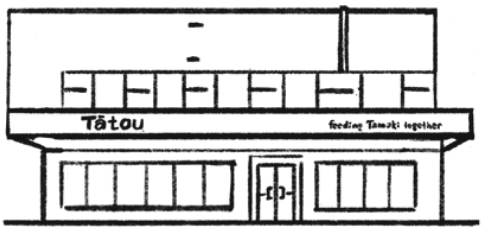
Operating Hours:
Sun-Thurs: 6pm-8pm

Key Contact:
jake@everybodyeats.nz

Restaurant Layout:
Seating for 70. Regular service 100+. Bookings are encouraged via our website.

Glen Innes *eats*

est. 2023



Location:
133 Line Rd

Key Personnel:
Restaurant Manager &
Food Rescue - Amanda Butland
Head Chef - Urisha Sing

Operating Hours:
Sun-Thurs: 6pm-8pm

Key Contact:
amanda@everybodyeats.nz

Restaurant Layout:
Seating for 70. Regular service 100+.
Bookings are encouraged via our website.

Wellington *eats*

est. 2020



Location:
LTD Level 1, 60 Dixon Street

Key Personnel:
Restaurant Manager - Jack Rainey
Head Chef - Alicia Mendez

Operating Hours:
Sun-Wed: 6pm-8pm
Thurs: reserved for private events

Key Contact:
jack@everybodyeats.nz

Restaurant Layout:
Seating for 60. Regular service 110+.
Bookings are encouraged via our website.

“Good food shared in good company is good for everybody”

Providing a professional hospitality experience is part of what makes us different and creates a dignified dining experience. That's why we're introducing a simple uniform for volunteers. This means our team is easily identifiable and we always look smart and prepared for service.













Be prepared for your next volunteer shift. We ask that you arrive on site as follows:

- Wearing a black tshirt or top
- Wearing comfortable shoes
- Long hair tied back

We'll provide a bottle green apron with our logo for the evening to our customer facing crew. Kitchen crew should bring their own apron or use one of our aprons. All aprons must be returned at the end of the shift.
If you are concerned about any aspect of the uniform, speak to your restaurant manager.

And if you'd like to purchase your very own t-shirt and apron, visit our shop! All volunteers that have served 20+ shifts are sent a unique discount code.



What is ‘Pay-What-You-Can’ Dining?

Our Pay-What-You-Can model removes price barriers from a sharing a special, three-course meal with friends. Knowing how much to pay can be difficult for people and they often look for guidance.

For those who are able, we suggest a contribution of $20-$30 per person, which not only covers their meal but also pays it forward to someone else. But any contribution is welcome and gratefully received, and no one is judged for not paying. There are also other ways you can offer for people who want to give back: volunteering, leaving a Google review, following and engaging with us on social media and being an ambassador by bringing new people to the restaurant and encouraging others to support.

Three Ways to Pay-What-You-Can:

WITH CASH
01



EFTPOS
02

QR CODE
03

Make a Difference - Outside the Restaurant

We love the incredible support from our volunteers and diners inside the restaurant, but did you know you can also support from the comfort of your own home? Being a champion for our kaupapa makes an enormous difference and helps us reach more people. Join our online community today.

www.everybodyeats.nz

@everybodyeats.nz

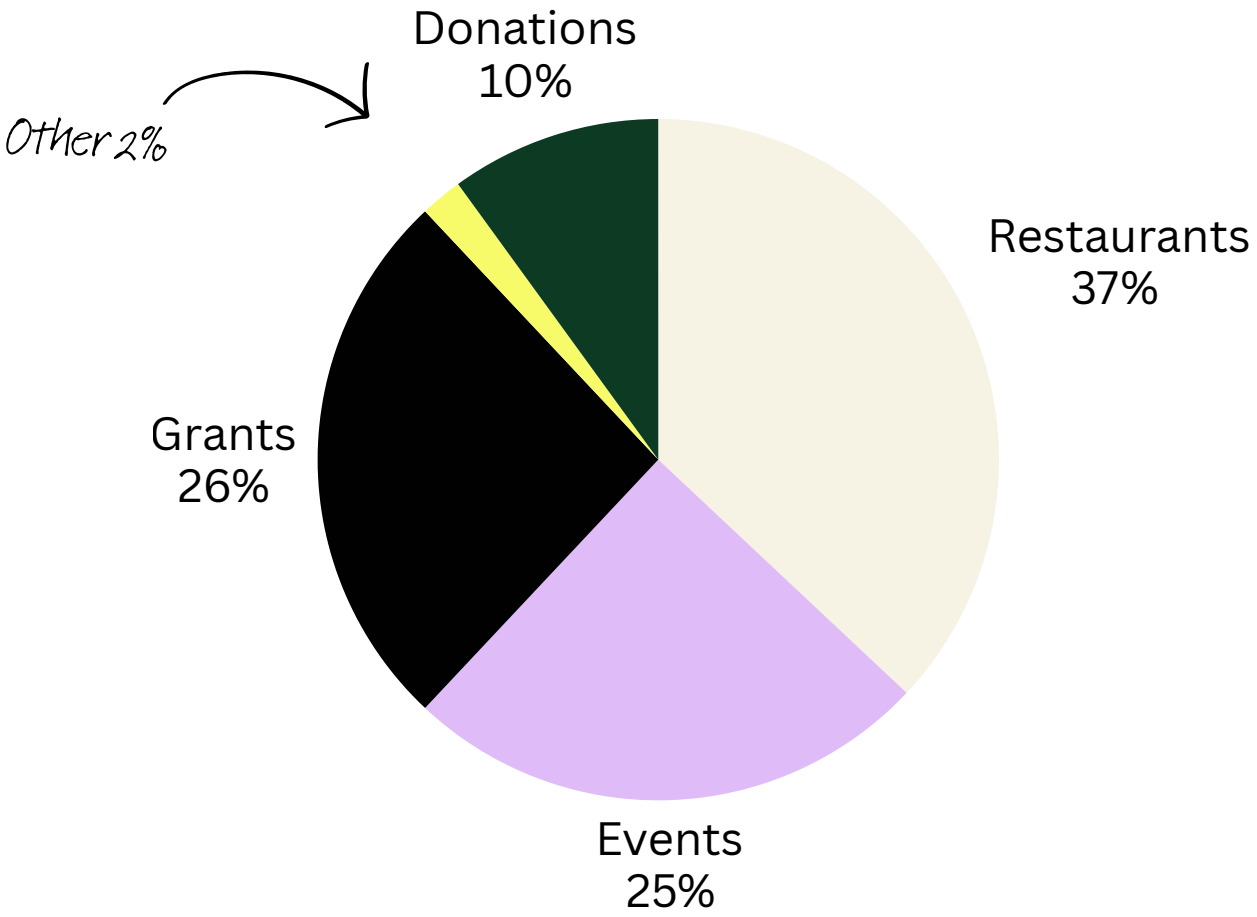
info@everybodyeats.nz

@everybodyeatsnz

How Do We Cover Costs?

Our Pay-What-You-Can dining model is integral to bringing people from all walks of life together, and making good food accessible to everyone. It's also a key part of our unique, charitable social enterprise model, where we operate like a business but exist solely to have social impact.

As demand for our restaurants grows, staying sustainable means generating 50% of our revenue (we're getting close!) from paying diners in the restaurants and catering services, with the remaining half supported by donors, grants, events, partnerships and fundraising.



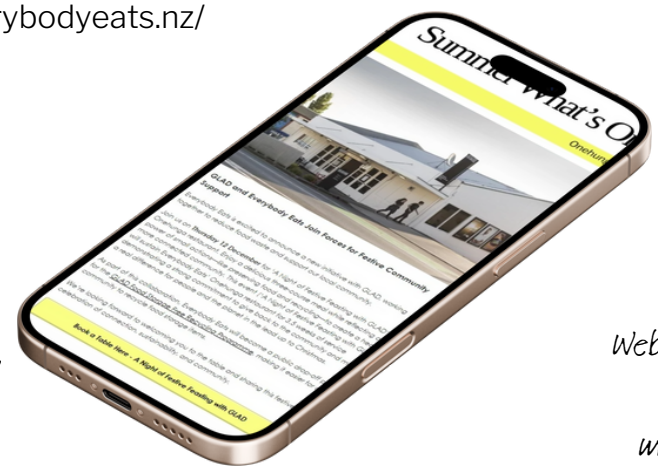
Keep an eye out for our partnership activities and fundraising initiatives. These not only allow us to get creative, they're also a vital part of keeping our restaurant doors open. Plus, they give you the chance to be part of Everybody Eats, both inside the restaurants and beyond. Alongside dining and volunteering, you can support by spreading the word, coming to events, organising a fundraiser at work, making a tax-deductible donation and more.

Together, let's continue helping Kiwis doing it tough.

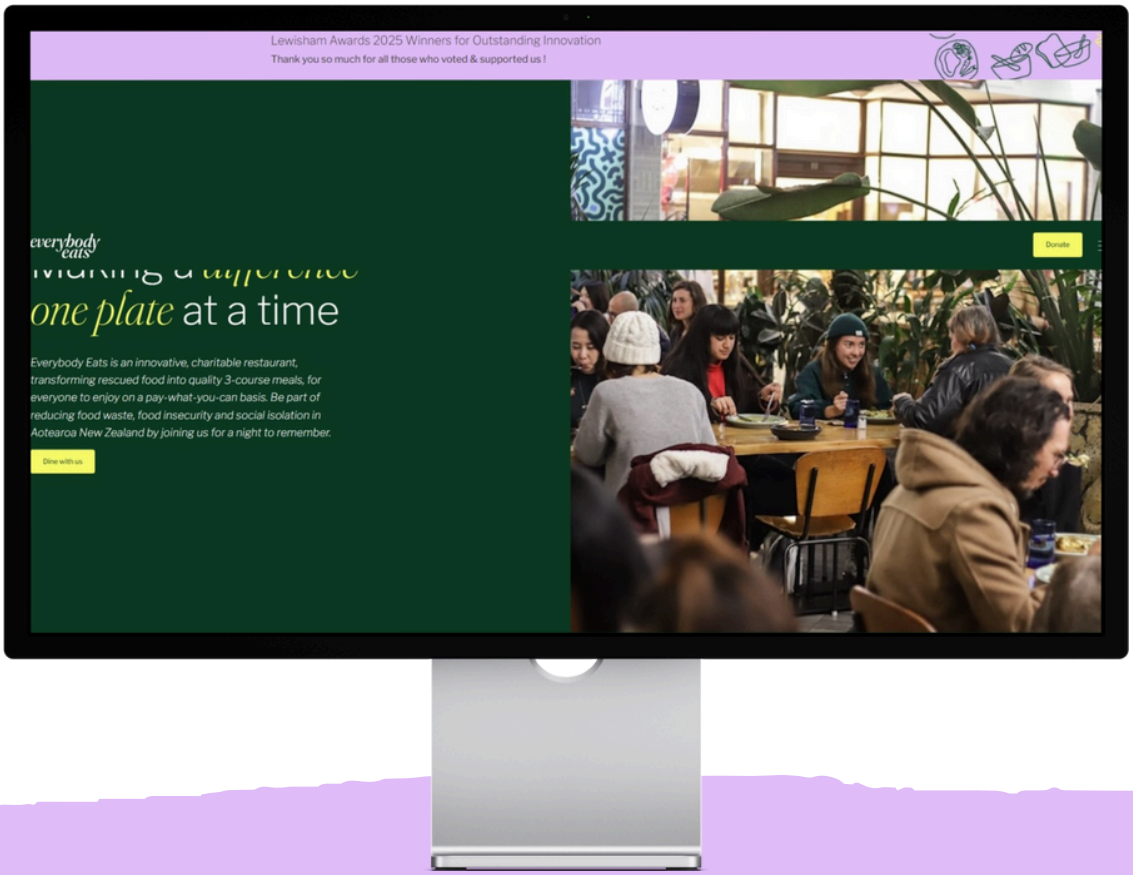
As a volunteer, staying connected to what we do is really important. You'll be able to find out what's on and exciting events coming up; hear about shifts that need filling; share updates with other volunteers, show your support for our Kaupapa and be an ambassador by engaging with our social media accounts and newsletters.

To log in to your volunteer profile and find information about upcoming shifts go to https://app.everybodyeats.nz/

What's On eDM (monthly)



Website with events, blogs, menus, contacts, merchandise and more



Our EE channels

www.everybodyeats.nz

@everybodyeats.nz

info@everybodyeats.nz

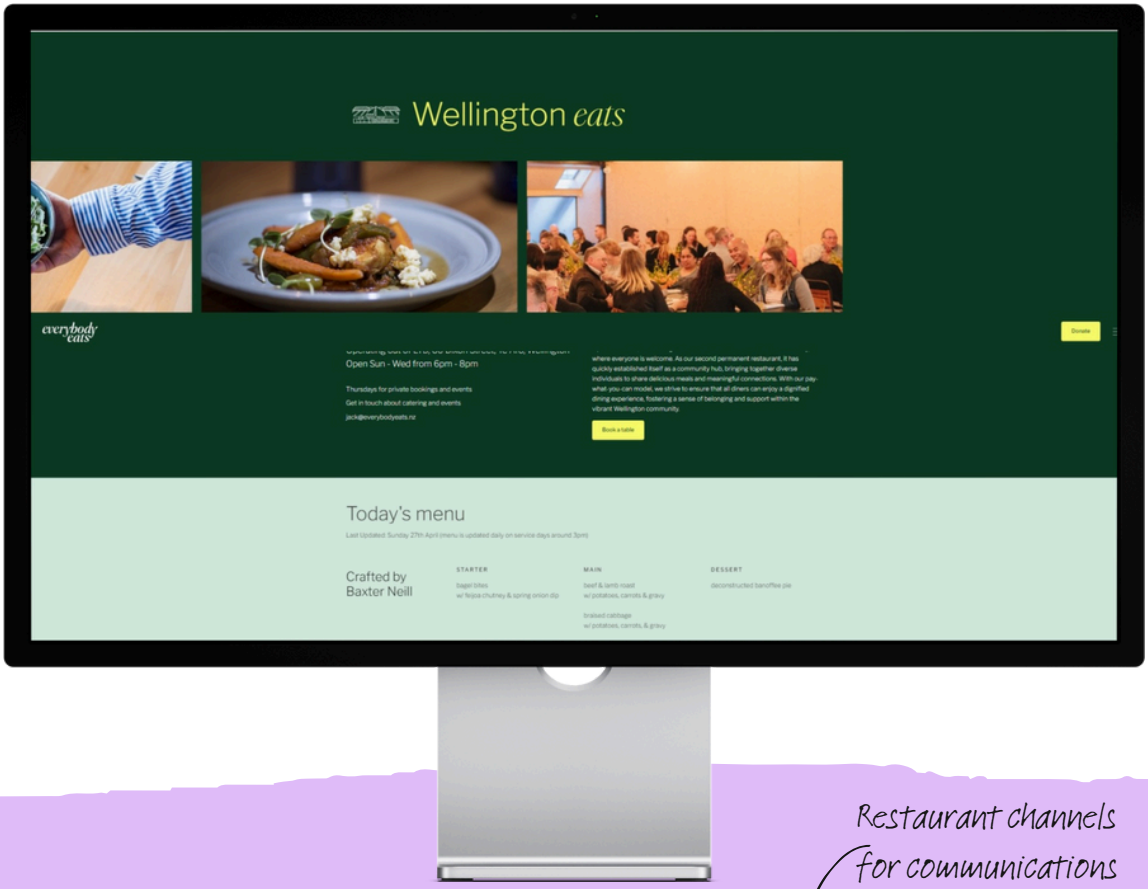
@everybodyeatsnz

Don’t forget to like our facebook and instagram pages, and join the volunteer community groups for Auckland and Wellington.

Restaurant eDM (1/4/y)



Restaurant pages & events



Restaurant channels for communications

www.everybodyeats.nz/dine-with-us/onehunga

www.everybodyeats.nz/dine-with-us/glen-innes

www.everybodyeats.nz/dine-with-us/wellington

PRIVATE: Everybody Eats Auckland Volunteers

PRIVATE: Everybody Eats Wellington Volunteers

We want everyone to know and recognise our name! Since launching in 2017, our logo has evolved—you might still spot some of our older versions out there, proudly worn by OG volunteers who've been with us since the early days.



What hasn't changed is our purpose - why we are all here, doing what we do. From 2017 to today, we've listened to our community, been humbled by powerful stories from people who have found comfort, community and purpose through the restaurants. It has increased our understanding of how to have a meaningful impact through our work.

As part of our volunteer community and an Ambassador of Everybody Eats, we want you to be comfortable and confident with talking about Everybody Eats when people ask you "what is Everybody Eats' or "How does it work". To help with this, here are some simple messages you can share and build upon with your own experiences of being part of this community:

KEY MESSAGE 1
Good Food, Not Waste: Quality meals made from rescued, surplus and donated ingredients, using zero waste techniques - to help reduce food waste.

1. "*We serve amazing three-course meals made by our chefs using seasonal and surplus food - just like a daily MasterChef challenge.*"
2. "*By dining here tonight, you're creating a more sustainable future.*"
3. "*As well as rescuing food, we also make pickles, preserves and use zero waste cooking techniques to make the most of what we have.*"

KEY MESSAGE 2
Food for All: Removing financial barriers so that everyone can access good food in a dignified environment through our unique pay-what-you-can model.

1. "*A three-course meal here is 'pay-what-you-can' which means everyone is welcome.*"
2. "*Tonight is about having a night out, or a night-off - with no stress! - enjoy the food and great company and just sit back and relax.*"
3. "*Whether you're struggling right now or able to pay $20-$30 which means you're helping to support someone else - just give what feels right for you.*"

The most important thing when you speak about Everybody Eats is to just be yourself. Share why you're involved, the difference it has made to you, what you like about the restaurants. Your story matters and is the most powerful tool of all.

body Eats



KEY MESSAGE 3
Food Brings People Together: People coming together from all walks of life around the dinner table or doing the mahi, creates meaningful connections that are the foundation of a stronger, happier community.

1. "*This isn't just dinner, it's a place where everyone belongs. It's community-in-action."*
2. "*Nearly everyone working here tonight is a volunteer, some for the first time, some for the 100th time! It's a great place to simply come and be part of the community - whichever side of the table you choose."*
3. "*Volunteering here is a great way to meet people, learn new skills and give back in a really meaningful way."*

KEY MESSAGE 4
Guided by Principles not Profit: A charity-driven social enterprise guided by kaupapa Māori values - kaitiakitanga (care for the environment), manaakitanga (respect for people) and whanaungatanga (connection and community).

1. **'***We operate like a business but our purpose is social impact, not profit. Everything we do, and everything you give, helps create positive change."*
2. **'***This is more than just a meal - it's part of something bigger and better for Aotearoa."*
3. **'***Every meal here is part of a circular food system - good food being rescued, shared and repurposed for impact."*
4. **'***Each restaurant is about the people first. It's our diners, volunteers, partners and local community who are driving the change and impact."*

KEY MESSAGE 5
We're Just Getting Started: Our impact is growing - thousands of meals, tonnes of food rescued and strong community connections in Auckland and Wellington. Now we're expanding beyond our restaurant walls to reach even more people.

1. "*Since records began, we've served over a quarter of a million meals across Aotearoa. And we've rescued over 170,000kg of food that would've otherwise gone to waste. Our momentum is growing - we now have restaurants in Onehunga, Glen Innes and Welington."*
2. **'***We're just getting started—this year we're growing beyond our restaurant walls to bring good food into more communities, working with partners across Aotearoa. If you've got an idea or want to be part of what's next, we'd love to hear from you."*

“The real learning begins once you’ve started actually doing it”

Nick Loosley-Founder
The Urbanlist, 2021