WASTE NOT WANT NOT
CREATING COMFORTABLE HOMES AT AFFORDABLE PRICES

VOLUNTEER CASE STUDY: MICHAEL

Michael has been volunteering with us since January 2022 and can be found supporting our customers, answering the phone, and taking payments 2 days a week.



"Volunteering is a really nice thing to do and Waste Not Want Not is different from other charities. I previously volunteered elsewhere for eight years but then the shop closed so I came here. I was very nervous as it was all new and didn't know anyone but over time I settled down and developed new skills and my confidence has increased lots," reflects Michael. "I enjoy interacting with people, when I am on the shop floor, I talk to customers about the donations we receive. I also answer the phone and book in collections of donated goods. I get to see the full customer experience which makes me feel part of the Waste Not Want Not team."

Shop Supervisor Julie, (who also started with us as a volunteer many years ago), adds "Michael is a joy to work with, we couldn't be without him. He always goes above and beyond to help us out, including volunteering in the showroom on the 1st Saturday of each month when we open for those customers who can't visit us during the working week".

Thank you to Chippenham Town Council and the Wessex Water Foundation for supporting our work with volunteers.

#VolunteersWeek