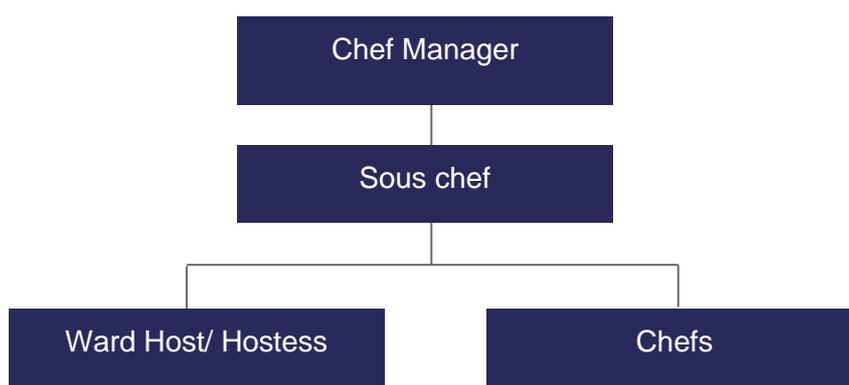


JOB DESCRIPTION

Position Title	Ward Host/ Hostess	Department	Catering
Generic Job Title	Food Service Assistant	Segment	Healthcare
Team Band	Frontline Staff	Location	Cardiff
Reports to	Chef Manager	Office / Unit name	Cardiff Nuffield

ORGANISATION STRUCTURE



Job Purpose

- To work in conjunction with ward and kitchen team to develop and provide a high quality, helpful and courteous service to patients and staff

Accountabilities or “what you have to do”

- To liaise with the kitchen to ensure the orders are in a timely manner and to the patients requirements
- To engage with the patients to feel welcome and relaxed with their time in our care.
- Good Communication between Nuffield and Sodexo. personnel
- Keep the pantry clean and tidy at all times to stay in the condition laid out in service level agreement and to meet all legal and company responsibilities.
- Assist the manger to achieve service level agreements, health and safety requirements.
- Complete all paper work within the pantry area fridge temperatures , cleaning schedules
- Inform manager if you require any stock for patients so that it can be ordered
- Ensure that patient’s dietary requirements are provided for.
- Ad-hoc duties as and when required

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Good PSS results on monthly basis
- Client satisfaction
- Safeguard audit rating green
- 5 star food hygiene rating by EHO
- Complete Sodexo and Nuffield training as stipulated by the Manager

Skills, Knowledge and Experience

Essential

- Good Communication skills
- Great customer service skills
- Ability to work well within a team
- Good literacy and numeracy skills
- Ability to understand and adhere to legislation at all times
- Ability to understand detailed instructions.

Desirable

- Food hygiene level 2 or above

Contextual or other information

- During the course of his/her duties the post holder may have access to private and confidential information which must not be divulged to any unauthorised person or relative at any time.

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Document owner			