

# Ward Host / Hostess at Nuffield

## Job Description

5 days out of 7, 22.5h a week

### Job Purpose

To assist in the preparation of all patient food services. To ensure that all foods are produced in a safe and hygienic manner at all times. Assemble patient meals ready to transport to patients bed-side.

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

### Accountabilities or “What you have to do”

- To probe, record and complete all temperatures / paperwork correctly daily and sign
- To complete the cleaning schedule daily and sign
- To Communicate professionally with the Chef on duty for food requirements to reduce possible waiting times and wastage.
- To adhere to all legislation, the clients and company policy in the provision of patient meal service.
- To clear down and clean all work areas before end of shift
- To serve Patients and Visitors politely and efficiently
- Ensure that all dietary requirements are reported to the Chef and all requirements are followed
- To maintain and fill if required Coffee machines .
- To ensure the patient has fresh drinking water available at all times unless otherwise informed.
- Conduct meal services by attractively presenting meals adhering to any specific requested portion sizes.

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

- All Patient, Visitors and Staff will be fed to the standard required by both Sodexo and Nuffield
- No Patient, Visitor or Member of staff will be waiting for food or beverage service
- All Paperwork will be completed and within H&H guidelines and requirements
- Reduction in waste
- Work area will be organised and functioning within all H&H regulations

### Contextual or other information

- To follow directions given at all times for various possible jobs outside of the job description and to be available to assist as required.
- To report any broken equipment or damage to Supervisor or Catering Business Manager
- To report possible “Near Misses” to Supervisor or Catering Manager
- To communicate to all Nuffield / Sodexo Staff with professionalism at all times
- To notify Supervisor / Chef if leaving the department at any time