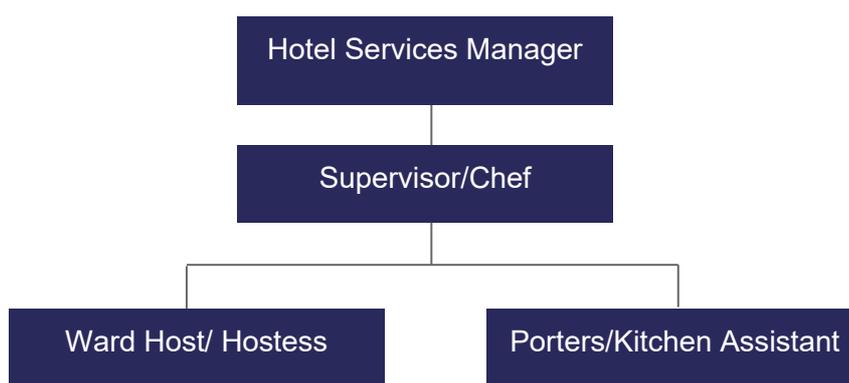


JOB DESCRIPTION

Position Title	Ward Host/ Hostess	Department	Catering
Generic Job Title	Food Service Assistant	Segment	Healthcare
Team Band	Frontline Staff	Location	Cheltenham
Reports to	Business Manager Catering	Office / Unit name	GB343250

ORGANISATION STRUCTURE



Job Purpose

- To assist with the preparation of all patient & visitor food services
- To ensure that all foods are produced in a safe & hygienic manner at all times.
- To assemble patient meal trays ready for transportation to patients & visitors bedsides.
- To work in conjunction with the Ward team to develop and provide a high quality helpful, courteous service to patients, to include the service and presentation of breakfast, lunch, supper and day case refreshments.

Accountabilities or “what you have to do”

- To take all patient and visitors refreshment orders accurately ensuring any allergies or dietary requirements are clearly communicated to the main kitchen and recorded in the ward kitchen.
- To assemble all patient meals accurately onto a tray for presentation to patients and visitors.
- Transport food to patient’s rooms ensuring patients are comfortable and have all the assistance required to enable them to consume the refreshments with ease.

- To ensure that all patient and visitor refreshments are delivered in a timely manner, reporting any delays.
- To ensure the hygienic cleaning of all crockery, cutlery, trays and equipment used to ensure complete infection control.
- Ensure that stock control, rotation and records are maintained at all times
- To ensure all legal, company and client documentation is complete within the required time scale.
- Complete all audit and quality standards documentation required
- To provide general assistance throughout the catering department as required
- Monitor all food wastage levels returning from patient rooms.
- Maintain ward kitchen is clean, tidy and hygienic, reporting any issues to the Ward Manager
- Report all equipment malfunctions to Ward Manager.
- Presents a positive and professional image of the organisation
- Communicates calmly, politely and tactfully with customers at all times
- Recognises issues which may interfere with customer satisfaction, taking the appropriate action to resolve the problem, or escalate as necessary
- Is friendly and approachable when communicating
- Follows all policies and procedures which apply to the role, including Infection Prevention and Control
- Demonstrates an organised and effective, approach to all tasks
- Uses resources (e.g. stock, equipment, time) with minimum wastage
- Carries out duties safely, with as little disruption to others as possible
- Makes full and proper use of any protective or safety equipment provided

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

- Safeguard Audit Green
- E.H.O. audit 5 Stars
- Patient Satisfaction Survey returns above 92%
- All internal/client audits achieve pass rating
- All necessary documentation completed and filed

Skills, Knowledge and Experience

Essential

- Previous experience in similar role
- Excellent craft and presentation skills
- Good communication and literacy skills
- Good customer focus with attention to detail
- Level 2 Food Hygiene Certificate
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Desirable

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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.

Version	2	Date	
Document owner			