

JOB DESCRIPTION - HOSTESS

Responsible to: Hospitality Manager / Home Manager

Job Specifications:

The preparation and presentation of meals, snacks and beverages as detailed by the Hospitality manager.

To provide room service to each resident.

To ensure the crockery used is washed utilising the dishwasher facility.

Person Specification:

Essential:

- Genuine interest in working within a caring environment
- Ability to communicate effectively at all levels.
- Team Player
- Willingness to participate in vocational training programmes
- Satisfactory enhanced DBS disclosure check
- Previous experience of hostess work
- Basic understanding of the Health and Safety at Work Act

Desirable:

- Experience of working with COSHH regulation
- Relevant Vocational Qualification (achieved or working towards)
- Food Safety Certificate; Food Hygiene Qualification

Job Description:

1. To provide a friendly personal approach of hospitality to residents.
2. To prepare, present and deliver meals, refreshments and snacks to residents.
3. To ensure dietary requirements are met by referring to the Diet Notification folder in the kitchen.
4. To ensure a service is provided to all rooms, with a personal visit to establish residents' requests. Provide 'turndown' service each evening to residents
5. To complete home induction procedure.
6. To work in accordance with infection control policy and procedures.
7. To understand Food Safety Awareness.

8. To be aware of the appropriate use of cleaning materials in accordance with COSHH regulation.
9. To be aware and comply with all working practices currently operating within the Home.
10. To maintain cleanliness of the satellite kitchens, café area and associated areas to the required standard. (referring to cleaning schedule)
11. To be aware of the home's Fire Procedures, equipment and exits, and to attend fire lectures when required.
12. To ensure your physical and personal appearance and uniform enhances the image of the home.
13. To develop a supporting, working relationship with colleagues.
14. To report immediately any complaints from residents' and relatives to the person in charge.
15. To report any accidents to residents or staff to the person in charge
16. To read, understand and comply with company policies and procedures.
17. To report any injuries or illness immediately to the person in charge for health and safety requirements.
18. To undertake appropriate training when required.
19. To undertake any duties as reasonably requested by the person in charge.

This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Sanders Senior Living reserves the right to amend this Job Description from time to time, according to changing business needs. Any changes will be discussed with you and confirmed in writing. Please note that you share with Sanders Senior Living the responsibility for making suggestions to alter the scope of your duties and improve the effectiveness of your post.

Please sign, print your name and date below to indicate your acceptance of this Job Description.

Signature.....

Name.....

Date.....

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Approved by: Gavin O'Hare-Connolly Connolly