

JOB DESCRIPTION

JOB DETAILS

JOB TITLE:	Host
HOURS:	Various
REPORTING TO:	Hospitality Services Manager

JOB SUMMARY

Reporting to the Hospitality Services Manager, the Host is responsible for delivering high standards of hospitality services delivering against hospitality service standards, dining experience expectations and maintaining compliance with policies and procedures.

The Host will ensure that all residents and visitors are greeted in a polite, friendly and professional manner. Customer service will be at the forefront whilst also ensuring enablement is supported where appropriate.

JOB SPECIFIC RESPONSIBILITIES

Host/Hostess Duties

- To ensure the Café/Bistro is clean, tidy, and well stocked at all times.
- To ensure the coffee machine is cleaned and well maintained.
- To greet residents, relatives and all visitors to the home in a warm friendly manner, offering refreshments where appropriate and always present a professional image.
- To support residents to maintain independence by pouring their own drinks, and helping themselves wherever possible.
- Assist the reception team when needed with answering the telephone and transferring or taking messages appropriately.
- To liaise with Lifestyle team regarding the schedule for the day and any planned refreshment needs.
- To assist with functions as required.
- To assist with washing of crockery and cutlery as required in the kitchen.
- To support the Lifestyle Team when required with planned activities relevant to job role.
- To demonstrate the Hallmark Care Homes Charter at all times.
- To ensure dining rooms are well presented, clean and well stocked at all times enabling residents to support with table laying should they wish to.
- Delivering against dining and service standards and expectations.
- Ensuring all feedback is sought and communicated effectively and efficiently to relevant stakeholders.
- Contributing to menu generation based on feedback of the residents.

- Providing residents with room service and regular opportunities for refreshment.
- To ensure all food and beverage areas are compliant with HACCP policies and EHO.
- To ensure all documentation is complete in relation to food service and delivery.
- To contribute to the evolution of the dining experience providing the relevant information to key stakeholders.
- Communicating stock levels to the Hospitality Services Manager of crockery, utensils and provisions ensuring sufficient stock levels are made.

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.

JOB DESCRIPTION RECORD

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Post holder's signature:

Date:

PERSON SPECIFICATION

	Essential Criteria
Qualifications/Education	<ul style="list-style-type: none"> • NVQ/QCF in hospitality or customer service (desirable)
Experience	<ul style="list-style-type: none"> • At least 2 years experience in a similar role • Experience of food and beverage service
Skills/ Knowledge	<ul style="list-style-type: none"> • Strong customer service knowledge • Knowledge of EHO requirements and HACCP systems • Excellent written, non-verbal and verbal communication skills • Skilled in developing and maintaining positive working relationships with internal and external customers, colleagues and peers • Knowledge of and competence in Microsoft Office applications and Windows based operating environments (desirable)
Personal Qualities	<ul style="list-style-type: none"> • Reliable and punctual • Able to adapt to change • Approachable • Confident • Diplomatic • Enthusiastic • Flexible • Influencing skills • Listening skills • Negotiating skills • Patient • Positive attitude • Self-motivator • Flexible approach to working hours - able to work outside of normal hours. • Ability to promote a professional image for the company at all times • Ability to travel to other homes where needed for training / support • Able to adapt to the Hallmark culture