

JOB DESCRIPTION

21/12/2023

Job Title: Host

Hours:

Reporting to: Hospitality Service Manager

Home: [Insert Location Here]

JOB PURPOSE

The Host is responsible for delivering high standards of hospitality services delivering against the hospitality 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.

The Host will work in alignment to Hallmark’s policies and procedures, charter, vision, and values and contribute to the achievement of the Hallmark Care Home vision; “to be recognised as the leading provider of high-quality relationship-focused care for all residents”.

Responsible for:	Person Specification
<p>Host/Hostess Duties</p> <ul style="list-style-type: none"> • 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 to the hospitality standards. • To support residents to maintain independence by pouring their own drinks, and helping themselves wherever possible. 	<p>Desirable Criteria</p> <ul style="list-style-type: none"> • NVQ/QCF in hospitality or customer service • At least 2 years’ experience in a similar role • Knowledge of EHO requirements and HACCP systems • Knowledge of and competence in Microsoft Office applications and Windows based operating environments <p>Experience</p> <ul style="list-style-type: none"> • Experience of food and beverage service

- 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 and communal areas as required.
- To assist with washing of crockery and cutlery as required in the kitchen.
- To demonstrate the Hallmark Care Homes Charter and the Hospitality Standards 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.
- Ensuring the feedback process is followed at all times.
- Providing residents with room service and regular opportunities for refreshment.
- To ensure all food and beverage areas are compliant with HACCP policies and EHO and the Food Safety Management System.
- 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.
- Work closely with the kitchen team. Liaise with them daily to check any communication needed, e.g. menu changes.

Skills & Knowledge

- Strong customer service knowledge
- Excellent written, non-verbal and verbal communication skills
- Skilled in developing and maintaining positive working relationships with internal and external customers, colleagues and peers

Personal Qualities

- 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





“We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion, belief, sexual orientation or age”

This job description is not exhaustive and is subject to change from time to time
to meet the needs of the business

Signed:.....

Date

