

Title of Post: Care Home Café/Bar Host

Reports to: Wellbeing Co-ordinator

Accountable to: Registered Manager

Job Summary:

Reporting to the Wellbeing Co-ordinator, the Host is responsible for delivering high standards of hospitality services delivering against standards, dining experience expectations and maintaining compliance 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.

Main Duties

- To ensure the bar and seating area are clean and tidy at all times.
- To ensure dishwasher/fridges/hot water boiler/coffee machine are clean and well maintained.
- Record Fridge temperatures and keep all records up to date.
- Enter accurate sales on POS
- Document all food and fluids
- Document all activities in casbar ie games,tv, interactions.
- Follow opening and closing procedures.
- Adhere to care plans.
- To support residents in drinking and eating where required.
- To wash crockery and cutlery.
- To assist with events when required
- Liaise with wellbeing team re stock ordering
- Play games/crosswords, chat, set up computer.
- Support residents and visitors on decking (Summer time) including cleaning tables/emptying bins.

General

This job description reflects the current main organizational 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.

Safeguarding

Chaseley Trust is committed to safeguarding and promoting the welfare of vulnerable adults, employees and volunteers. All offers of employment with the trust are subject to pre-employment checks which will include References, Health, Right to Work in UK, a satisfactory Enhanced DBS. Please note that under the GDPR, by making your application, you are consenting to Chaseley Trust processing and retaining your personal information for the purposes of the application. You have the right to withdraw your consent and ask for your data to be deleted at any time, however it will then not be possible for Chaseley Trust to process your application any further.

Final Statement

Please note, irrespective of the post held, and at all times you are responsible for the health and safety of yourself, colleagues, Residents and visitors.

This job description will be agreed between the jobholder and the officer to whom he/she is accountable.

It is a reflection of the present position and will be subject to review and alteration in the event of any future development within the Chaseley Trust. It will be used as the basis for the determination of objectives.

Please sign and return one copy to HR.

Job Holder Name: _____

Signature: _____

Date: _____

CasBar Host/Hostess

Person Specification

Attributes

Essential

Desirable

Professional &
Educational
Qualifications

- NVQ/QCF in hospitality or customer service
- Food Hygiene

Experience

- At least 2 years' experience in a similar role
- Experience of food and beverage service

Knowledge & Skills

- 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

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 time