

Job Description

Job title	Head Waiter/Waitress	Job family	Healthcare
Reporting to	Unit Manager	Job code	HO/023
Location	Various, across division	Evaluation Date	19/02/2013

Main Purpose

Assists with the operation of a catering service within a Priory unit with particular emphasis on the serving of food, as well as maintaining a high standard in the dining area, as well as overseeing the work of a team of waiters.

Key Accountabilities

Quality

1. Ensures that all diners are served in a welcoming and courteous manner.
2. Ensures the dining area is maintained in line with Priory Operational Standards.
3. Ensures that the dining area is kept clean and tidy, and that all tables are cleared and cleaned in a prompt and efficient manner.
4. Advises diners on the daily menu, taking account of any food and drink, which may cause an allergic or adverse reaction.
5. Monitors and oversees the work of a small team of waiters, as well as taking responsibility for the overall standards of the front of house dining area.
6. Carries out other general duties as directed by the chef-in-charge.

Innovation

7. Adopt new service techniques that are already introduced within the group.

Value

8. Reduce the amount of waste, to gain a better value for money.

Knowledge & Skills

Basic numeracy and literacy.

Experience

Experience gained within an appropriate professional catering environment.

Autonomy & Impact

Usually works within existing procedures, however, occasionally some adaptive thinking will be required to meet special requests, e.g. dietary needs

Intelligent Problem Solving

The role is routine driven, and as such problem solving will be derived from a range of pre-defined solutions.

Responsibility

Staff

Required to allocate and oversee the work of a small team of staff undertaking similar roles.

Budgets & equipment

No budgetary or financial responsibility. Responsible for the proper use of various pieces of catering equipment.

Informatics

Responsible for ensuring the confidentiality and identity of patients, students and pupils residing at or attending Priory units.

Communication & Interaction

Responds to routine enquiries providing basic information, normally to patients, pupils or students, as well as staff and other visitors. Required to handle slightly more complex information with the need for some explanation.

Working environment

The role holder will be required to have physical stamina, but will generally work in a pleasant and stable working environment.

Special Features

The role holder will be expected to undertake COSHH and the Basic Food Hygiene training, as well as partake in Priory's mandatory training.

Upholding Company Values

Competency	Req'd Level	Descriptors
Quality - Of care, treatment, of facilities and of staff	1	<ul style="list-style-type: none"> ✓ Checks quality of own work ✓ Follows procedures ✓ Corrects errors and mistakes ✓ Complies with relevant regulatory and statutory requirements
Innovation - Being forward thinking and thought leaders	1	<ul style="list-style-type: none"> ✓ Adapts new services already introduced in other areas within the group ✓ Amends these services to suit the needs of the local service
Value - Due to transparency and flexibility	1	<ul style="list-style-type: none"> ✓ Prices services in line with local needs ✓ Reacts to local feedback regarding pricing of services