

Job Description

Job title	Waiter/Waitress	Job family	Healthcare
Reporting to	Unit Manager	Job code	HOS/022
Location		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.

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. Carries out other general duties as directed by the chef in charge.

Innovation

6. Adopts new services already used at other sites.

Value

7. Reacts to feedback in order to improve and develop future service.

Knowledge & Skills

Basic numeracy and literacy.

Experience

No work experience required, as training will be provided.

Autonomy & Impact

The role holder undertakes routine and regular tasks with some discretion to prioritise work.

Intelligent Problem Solving

All problem solving is routine and there are a pre-defined range of solutions – more complex enquiries will be directed to a senior colleague.

Responsibility

Staff

Occasionally required to assist less experienced colleagues.

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

Regularly responds to routine enquiries providing basic information, normally to patients, pupils or students, as well as staff and other visitors.

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 Certificate, 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