



## **JOB DESCRIPTION AND TERMS OF REFERENCE**

JOB TITLE:	<b>FOOD SERVICE STEWARD</b>
RESPONSIBLE TO:	CATERING SERVICES SUPERVISOR / FACILITIES MANAGER
QUALIFICATIONS:	NVQ Level II Food & Beverage Service Basic Food & Hygiene Certificate
JOB SUMMARY:	The patients and guests total catering requirements with an emphasis on providing the best possible care, including maintaining and improving high standards resulting in total patient and guest satisfaction.

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### I. Key Duties and Responsibilities

- a. To ensure the smooth running of patient room service requests.
- b. The recording of patient charges onto Compucare on daily basis.
- c. Monitoring of consumption sheets and replenishes stock cupboards at ward level.
- d. Cleaning of stock cupboard (store next to Hotel Services Office) when requested to do so by management.
- e. Cleaning wine fridge and checking there is a sufficient supply of wines available.
- f. Photocopying of the following:
  - i. All patient and guest menus
  - ii. Kosher menus, special needs menus,
  - iii. Egg waiver forms
  - iv. Breakfast total sheets
- g. To prepare and serve all working lunches and functions as directed by management.
- h. To check and maintain excellent stock rotation standards as per hospital policy.
- i. Stock taking as requested by management;-:
  - i. Wine – monthly.
  - ii. China, cutlery, catering equipment –monthly
  - iii. Informing Supervisor/Head Chef when ward food stocks are low to ensure adequate stocks are available.
- j. Arranging refreshments according to the Weekly Planner for internal and external visitors that may be requested.
- k. Arranging refreshments for visitors to the Hotel Services Department when requested.

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- l. To read and comply with all manufacturers instructions before using cleaning materials.
  - m. To maintain acceptable attendance and punctuality.
  - n. To inform management of any repairs or maintenance requirements.
  - o. To identify and report any areas within the Catering Department which require improvement and to offer solutions.
  - p. To comply with statutory and Hospital regulations concerning the hygiene and safety of staff, food and equipment.
  - q. To comply with statutory and Hospital Health and Safety and Fire regulations.
  - r. To understand and comply with emergency evacuation procedures.
  - s. To assist with patient food service at kitchen level (Pass).
  - t. To undertake any other duties commensurate with the profession as may be required by the Facilities Manager or Catering Supervisor.
  - u. To demonstrate and promote positive "Team Work" and maintain good working relationships between colleagues. =
  - v. To maintain relationship with Team Leader, carry out duties and follow instructions that may be allocated by Team Leader in absence of the Catering Supervisor.=
2. Other Responsibilities
- a. To attend and contribute to all scheduled meetings and training sessions.
  - b. To make all new staff members feel welcome, assist as required in the training and familiarisation of new members.
  - c. To read annually Fire and Safety and Security manuals and follow all Hospital Policies & Procedures, Manual Handling, COSHH and Food Safety regulations.
  - d. To carry the ward mobile telephone/bleep and respond accordingly.

**Jeff Hoad**  
**Facilities Manager**  
**Date: July 2013**

**Review Date: July 2015**