Title: Volunteer Catering Operative

Base: York Hospital

Line Manager: Retail Catering Manager

Tasks to be undertaken

It is anticipated that you will carry out all or some of the following tasks:

- To work on the restaurant seating area ensuring all tables are wiped immediately a customer clears their trays
- To meet and great customers as they enter the restaurant
- To push dirty tray trolley into the pot wash area
- To sweep floors during service time ensuring no rubbish on the floors.
- To provide a courteous and high quality service to all customers including a greeting and a parting comment, determine their needs and surpass their expectations.
- Able to empathise with customers, maintain professionalism, display patience and politeness within a sometimes pressurised environment
- To solve all customer complaints as trained and to refer to Supervisor in difficult situations.
- To be presentable at all times and adhering to uniform policies and procedures.

Person Specification

It is expected that the Volunteer Ward Helper will be able:

1. To communicate effectively both orally and in writing.
2. To work with the minimum of supervision after suitable training has been undertaken.
3. To use their own initiative as the need arises within agreed areas.
4. To present a professional approach to customers and other staff.
5. To be polite and punctual at all times.
6. To fulfil the agreed time commitment each week, in the absence of extenuating circumstances.
7. To ensure absolute confidentiality of information obtained through contact with York Hospitals NHS Foundation Trust.
8. To be physically fit to carry out all the above duties
9. Desirable to have some previous customer service experience and food servery skills

Signed by .............................................. Print Name ..............................................

Date ..................................................