**What is a Ward Hostess?**

A Ward Hostess is responsible for working with the ward team to develop and maintain the patient environment. Providing a high quality, courteous and efficient beverage and meal service to meet the needs of the patients.

**Is a Ward Hostess the right career for me?**

A Ward Hostess works individually on patient wards. The Hostess will serve breakfast, lunch, supper and snacks in a very busy, fast paced environment. Duties will also include checking the temperature of food and fridges, recording it prior to service to patients, clean and maintain kitchen, kitchen cupboards, fixtures and appliances.

As a Ward Hostess you will need to have

* Good communication skills
* Good customer service skills
* Good organisational skills
* Knowledge of food hygiene
* A pleasant, caring & polite manner.

**What do Ward Hostess do?**

A Ward Hostess is responsible for

* Replenishing patient’s water jugs three times a day to ensure good hydration.
* Providing patients with hot & cold beverages throughout the day.
* Collating patient’s menu choices.
* Preparing patients trays for meal service.
* Adhering to the red tray system when appropriate.
* Serving patients meals as designated times.
* Knowledge of patients dietary needs.
* Recording food temperatures at ward level.
* Delivering snacks to appropriate patients.
* Washing up of all patients’ crockery.
* Disposing of waste appropriately
* Maintain a high standard of hygiene at all times

**Where do Ward Hostess work?**

A Ward Hostess is based at ward level but will liaise with the Catering Department on a daily basis with matters concerning patient feeding.

**How much does a Ward Hostess earn?**

A Ward Hostess is paid a band 2. The pay scale 2017 states a Band 2 Ward Hostess on commencement of employment will earn £14,727 raising to £17,954 after yearly increments.

**What career progression opportunities are available for a Ward Hostess?**

Hotel Services / Catering Services Supervisor

**How do I become Ward Hostess?**

Training will be given at ward level. You will need to have a good level of education and possess a level 2 food safety certificate or equivalent.

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| **Do I need a degree? No** |  |
| **Where can I train in Wales? N/A** |  |
| **Is there funding available? N/A** |  |
| **Are there postgraduate opportunities? N/A** |  |
| **How do I get experience?**  Become a volunteer  Apply to work on the Facilities Bank |  |
| **How do I apply for a job**   * [**www.jobs.nhs.uk**](http://www.jobs.nhs.uk) |  |

**Useful links**

* [**www.jobs.nhs.uk**](http://www.jobs.nhs.uk)

**Other roles you may be interested in**

* Catering Assistant
* Housekeeping Assistant
* Porter
* Health care Support Worker