



HOSPITALITY CORNER

VOLUNTEER TASK DESCRIPTION

OBJECTIVES

- To provide a service for clients in both the Coffee Shop and Gift Shop
- To provide support to Hospitality Corner staff
- To enable Auxiliary to raise funds for improved patient care

VOLUNTEER'S ROLE

- To greet clients with courtesy
- Obtain knowledge of all tasks in order to work all stations
- To carry out tasks efficiency and professionally

RESPONSIBILITIES

- To respect the work assignment negotiated with the Volunteer Services
- Any discrepancies and/or character conflicts are to be reported to the volunteer Manager
- To notify the Volunteer Department or Hospitality Corner Coordinators if you cannot come in or of any changes to your schedule
- To respect start time and complete shift to the end (morning 10 am – 1pm, afternoon 1 pm – 4:30 pm)
- No breaks are to be taken between 12:00 and 1:00. Breaks are 20 minutes long. Please abide by this

TRAINING

- A presentation of volunteering guidelines and codes of conduct
- Introduction to staff and fellow volunteers
- Tour of Coffee Shop and Gift Shop
- Hands on training of all jobs
- Tour of other relevant working areas

CONFIDENTIALITY

- All patient-related information (identity, diagnosis, treatment, etc.) acquired must be held in strict confidence
- You must not discuss with patients, relatives or friends what you may have heard about their condition
- You must not consult patients' charts or history

CODES OF CONDUCT

- Shirts that cover the shoulders, armpits, and bellies
- Closed shoes; no sandals
- No dangling jewelry
- No hats
- No strong scents
- In accordance with the Food Inspection department of Montreal, By-Law 3- Section 3.05 the wearing of a hair net is mandatory when working in the kitchen, dish room, sandwich-making area, and take out area. Long hair must be tied when working at table service and the cash

TIPS

- Do not serve customers while eating
- When setting tables always handle utensils by the body and not the head. Do not handle glasses by the rim
- Volunteers are not to argue in front of the customers, regardless of the situation
- If a customer is being difficult, try to remain calm, do not raise your voice, and seek assistance of the coordinator
- When taking a break please ensure that you are out of public view or sitting at a table
- No reading behind the counter
- Please do not waste food or drink

REGULATIONS

- For any absence or vacation please give 24 hours notice by contacting the Hospitality Corner Coordinator at 514-934-1934 ext. 43667
- For volunteers who are sick please call early in the morning to allow the coordinator time to replace you
- Magazines must be purchased before they are read

HEALTH AND SAFETY

- Wash your hands frequently
- Use any requires clothing when indicated (aprons, smocks, or gloves)
- Work in a safe manner at all times
- Promptly report any accident/incident that comes to your attention

NOTES