

# Glenbourne Unit

## Hotel Services



**Morlaix Drive  
Derriford  
Plymouth  
PL6 5AF**

**Tel: 01752 435434**

**Fax: 01752 763133**

## Hotel Services provide domestic, portering, reception, catering and financial services to the Glenbourne Unit.

### Finance

Our Finance Officer, who also works in Reception, helps to provide a range of financial services and advice to our patients. She also provides clerical support across the unit.

### Domestic Services

Our team of Domestics are responsible for maintaining high standards of cleanliness throughout the unit. The team are fully trained, regularly updating their skills to enable them to operate within national guidelines. They use tried, tested and approved cost effective cleaning materials at all times.

The team also provide the patients' meals, serving a balanced and nutritional meal three times daily. They also ensure that patients have access to snacks and hot drinks throughout the day. All dietary needs are catered for and every effort is made to vary the menu on a regular basis.



## Portering

Our Porters are responsible for a range of tasks. Clearing rubbish, moving furniture, distributing stores and laundry, taking blood samples to Derriford and distributing mail. In fact, our Porters cheerfully undertake most things asked of them and are invaluable in ensuring the smooth running of the unit.

## Reception

Our dedicated reception team operate a 365 days a year service, manning the desk for 11 hours a day. Welcoming staff and visitors alike, the receptionists deal with all telephone and desk enquiries, they also manage diaries, provide administrative support to anyone who needs it and are invaluable in the event of an incident or emergency.

## Catering



Our Coffee Shop is open to patients, staff and visitors alike. A whole range of hot snacks, sandwiches, cakes, confectionery, hot and cold drinks are available. The catering team also provide working lunches and buffets for both internal and external clients.

Nothing is too much trouble and you are always sure of a warm welcome!

**We like to pride ourselves on the high standards provided by the Hotel Services team.**

**Ultimately we all have one aim, and that is to ensure that we provide a quality service to all of our patients and their families, whilst continuing to enjoy the camaraderie that exists within the team.**

**Sophie Olver, Hotel Services Co-ordinator  
November 2016**