

**MONONGALIA GENERAL HOSPITAL  
VOLUNTEER SERVICES PLACEMENT DESCRIPTIONS**

---

**TITLE:** Hospitality Cart Volunteer  
**DEPARTMENT:** Volunteer Services  
**REPORTS TO:** Director of Volunteer Services

---

**Placement Summary:**

Responsible for the operation of the Hospitality Cart for the benefit of customers and visitors.

**Duties and Responsibilities:**

1. Stock the cart with supplies located in Volunteer Workroom, current magazines and books, books on CD, CD player, hand held games, puzzle books, etc.
2. Report to nursing station to establish need(s).
3. Service all patient rooms, the lobby area and all waiting rooms. Utilize sign in sheets for tracking purposes as it applies (CD players, books on CD).
4. Always knock on door prior to entering and always respect customers wishes if he/she declines the visit.
5. Pick up any supplies that are not in use
6. Return cart to volunteer room
7. Restock cart for the next day
8. Discard outdated material
9. Clean the cart properly with designated cleaner (follow infection control guidelines).

**Training Required:**

1. Volunteer Orientation
2. Orientation of the Hospital layout
3. In-service training with experienced volunteer
4. Orientation to “compliments or complaints”. How to communicate and who to communicate the need to.

**Qualifications:**

Dependable, gracious person with a sunny pleasant manner and the ability to interact with customers, visitors and staff. Must be comfortable initiating conversation with customer and family.

---

DVS Signature and Date

---

Department Signature and Date