

JOB DESCRIPTION and PERSONAL SPECIFICATION

Night Porter

Venue(s):	The Plough Inn
Reporting to:	General Manager/Assistant Manager
Responsible for:	Customer Service; Guest Satisfaction; Security.
Job objective:	<ul style="list-style-type: none"> -Ensure guest satisfaction is maintained and any requests are actioned. -Ensure all guests receive a warm welcome and memorable stay. -Complete tasks accurately and within given timeframes.

JOB DESCRIPTION

Key Responsibilities

Our Service

1. Ensure that the service offered by you is personal and memorable. That guest needs are anticipated and requests followed up.
2. Ensure good communication with all departments throughout the venue.
3. Be familiar with and promote the facilities of the hotel, company and surrounding area.
4. Ensure all guests are cared for accordingly.
5. Handle, follow up and communicate any comments or complaints. Pass on information to Assistant Managers if unable to handle.
6. Ensure that all tasks are completed on each shift and that a full and thorough handover takes place at the end of each shift.
7. Be fully conversant with handling of reservation enquiries. Be aware of all current offers.
8. Ensure you have a full understanding of the venues regulations.
9. Tour all areas of the hotel on a regular basis and report irregularities to relevant Assistant Managers and/or maintenance.
10. Ensure access to the hotel is secure as required by hotel policy and procedure.
11. Perform any security duties as required overnight.
12. Complete incident reports and distribute to relevant departments.
13. Record any unusual occurrences or problems arising to the duty manager and take appropriate action.
14. Communicate, work with and build good working relations with the day team to ensure a consistent level of customer service is offered throughout the hotel 24 hours a day.

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15. In conjunction with the Housekeeping Manager and hotel cleaning list, complete cleaning tasks on a nightly basis.
16. Check in late arrivals and check out early departures in accordance with hotel procedures.
17. Ensure wake up calls are made promptly.
18. Set for guest breakfasts, liaising with the front of house team.

Our Business

1. Be fully conversant with and adhere to hotel standards of operation and department procedures.
2. Be fully aware of all daily and weekly events in the hotel.
3. Liaise and co-ordinate with the accounts department over any special billing requests and procedures.
4. Ensure accuracy of guest bills.
5. Be competent in guest show rounds of the hotel facilities.
6. Ensure all necessary supplies are available for the dining area.
7. Report any faulty equipment to the relevant persons.
8. Be familiar with current licensing regulations.
9. Clean and maintain the work area and materials.

Our People

1. Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness.
2. Help to maintain a good working environment within the department and good working relationships with all departments in the venue.
3. Give assistance to other departments as and when necessary.
4. Carry out any other reasonable requests made by Assistant Managers.
5. Accept reasonable changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guest and patrons.
6. Attend meetings and training sessions as and when required.

Health and Safety

1. Report all potential and real hazards immediately.
2. Be fully conversant with all Fire and Emergency procedures.

3. Attend all fire, health and safety training.
4. Ensure the safety of the persons and the property of all within the premises by fairly applying Hotel Regulations, by strict adherence to existing laws, statues and applicable ordinances, and reporting any possible hazards and conditions to the Manager(s).
5. Have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the hotel.

PERSON SPECIFICATION

ESSENTIAL

Relevant experience in a hospitality environment.	
Relevant security experience.	
Attention to detail.	
Reliable and trustworthy.	
Knowledge of Microsoft Excel and Word.	
Formal health and safety training to an intermediate standard, i.e "Safety at Work".	
Excellent organisational skills.	
Excellent written and verbal communication skills.	
Ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.	