

## **JOB DESCRIPTION**

### **POSITION: Night Porter**

To ensure that all guests receive a warm, memorable and personalised welcome to Blancos,

Setting the scene for their stay and ensure that guest needs are anticipated and that any requests are actioned. Complete tasks accurately and within given deadlines. Be responsible for the security of the hotel and its guests overnight, and to set breakfast room to standard.

### **Night Porter:**

Duties include -

- security of building & guests
- setting up restaurant for breakfast
- serving drinks in the bar
- Cleaning all public areas.
- Taking telephone calls
- Must be customer service focused

We are looking for someone who is able to work from 11pm until 8am approx. Your duties will include keeping the outside and public areas of the hotel clean and tidy as well as preparing for the following day's events. This will include setting tables, tidying and general maintenance as well as any guests needs throughout the night.

### **MAIN RESPONSIBILITIES:**

- Ensure that the service offered by all team members is personal and memorable.

That guest

needs are anticipated and requests followed up. Build relationships with guests, ensuring that

they want to return to Blancos.

- Ensure good communication with all departments throughout the hotel.

- Handle, follow up and communicate any comments or complaints. Pass on to relevant

Managers if unable to handle.

- Be familiar with and promote hotel facilities and attractions within the estate. Assist guests

with any requests e.g. information, making bookings, directions.

- Ensure that all tasks are completed on each shift that a full and thorough handover takes

place at the end of the shift.

- Ensure you have a well-founded understanding of all Hotel regulations.
- Tour all areas of the hotel on a regular basis and report irregularities to relevant department heads, and engineering.
- Ensure all access to the hotel is secure as required by hotel policy and procedure.
- Perform any related security duties as required overnight.
- Complete all incident reports and distribute to relevant departments.
- Record any unusual occurrences or problems arising to the Duty Manager and take appropriate action.
- As a team, ensure that guest areas and offices are clean and tidy at all times.
- Ensure that wake up calls are made promptly.
- Order and deliver newspapers.
- Be fully aware of all daily and weekly events in the hotel.
- Serve guests at the resident night bar ensuring accuracy by checking key cards and having guest to sign bill.
- Report any faulty equipment to the relevant persons.
- Be familiar with current licensing regulations.
- Report for duty punctually in the correct uniform, paying attention to personal hygiene and tidiness.
- Help to maintain a good working environment within the department and good working relationships with all other departments in the Hotel.
- Give assistance to other departments as and when necessary.
- Carry out any other reasonable requests made by the on General Manager or Duty managers.
- Accept reasonable changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guest and patrons.
- Attend meetings and training sessions as and when required.

### Health and Safety

- Report all potential and real hazards immediately.
- Be fully conversant with all departmental Fire, Emergency and Bomb procedures.
- Attend all fire, health and safety training
- 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.
- Have a general awareness of Health and Safety in relation to all tasks and activities undertaken in the department.
- Re-use and recycle where possible