

Best Western Heath Court Hotel

JOB DESCRIPTION

Night Porter

Department:	Front of House
Responsible To:	General Manager/ Duty Manager
Hours of Work:	Working 4 nights on, followed by 4 off 10.30pm – 8.00am
Salary	£1 5,840.00 (£9.67 per hour)

Scope and General Purpose of Job

To ensure that all guests receive a warm, memorable and personalised welcome to the Heath Court, setting the scene for their stay and ensure that guest needs are anticipated and that any requests are actioned. Complete administrative tasks accurately and within given deadlines.

Be responsible for the security of the hotel and its Guests over-night and to set event rooms to agreed standard and to guests' specification.

Benefits

- Uniform provided
- Meals provided whilst on duty
- 20 days holiday (Pro-rata, including bank holidays)
- Development and training prospects
- Part funded membership with Abbeycroft Leisure
- Employee discount scheme

Main Responsibilities

- Ensure all access to the hotel is secure as required by hotel policy and procedure.
- To be fully conversant with the Health and Safety Act and the Hotel Fire Evacuation Procedure and Accident Reporting Procedures.
- Perform any related security duties as required overnight.
- Record any unusual occurrences or problems arising to the Duty Manager and take appropriate action.
- To respond to Customer Requirements and obtain feedback on Customer Satisfaction.
- Check-in late arrivals and check out early departures in line with hotel procedures.

- Take room service orders, prepare the food and drinks and deliver to guests.
- Provide service in the Bar after the late shift team members have finished.
- Be fully conversant with and adhere to hotel standards of operation and department procedures.
- Lay-up Conference rooms according to instructions as set out on the Function Detail Sheet and service Conference rooms when required.
- Ensure Public Areas and Conference Rooms are clean and tidy at all times and maintained in a clean, hygienic and safe manner, including regular cleaning duties.
- Assist with training and settling in of new staff.
- Ensure that all tasks are completed on each shift that a full and thorough handover takes place at the end of the shift.
- Be correctly and smartly dressed at all times whilst on duty.
- Create a good relationship with both guests and colleagues.
- Offer advice / criticism / opinion on the Department /Hotel.
- Assist with further duties not mentioned above so as to ensure the smooth and efficient running of the Department /Hotel.
- Turn on/ off public and corridor lights at relevant times.
- Keep car park clean and tidy of all rubbish.
- To report any maintenance faults to the Duty Manager.
- Ensure Lights, Electricity, Gas and Water are not used unnecessarily.
- To keep Waste to a Minimum.
- To act on any reasonable requests made by the General Manager or Deputy.