

Night Porter

Position Summary:

The Night Porter is a key, front facing member of the Reception team and is responsible for ensuring our customers are consistently treated to an impeccable customer service experience, whilst being responsible for the security of the hotel and its guests overnight and set meeting and private dining rooms to an agreed standard to the guests' specification.

Reporting to the Front of House Manager you will be required to:

- As part of the Reception Team, help to create an outstanding experience for the customer, so that customers are greeted professional, friendly, and timely manner.
- Ensure all regular and VIP guests are known and cared for accordingly.
- Answer incoming calls, and make the relevant bookings, collecting full client details and payment information, or take messages to pass onto the relevant person or department.
- Check in any late arrivals and check out any early departures.
- Ensure all complaints are dealt with promptly and efficiently and in confidence, referring them to the Duty Manager where appropriate.
- Ensure service standards are maintained to a high standard and that problems are dealt with cooperatively, fairly and with care.
- Be familiar with and promote hotel facilities and upcoming events.
- Ensure that all tasks are completed on each shift and that a full and thorough handover takes place at the end of the shift.
- Tour all areas of the hotel on a regular basis and report any irregularities to the relevant department heads, including maintenance.
- Set up rooms for meetings and events to the resort standard meeting guest requirements set out on function sheets.
- Prepare light snacks for room service, after the catering team have finished their shift.
- Serve residents drinks after the food & beverage team have finished their shift.
- Ensure that wake up calls are made promptly.
- Order and deliver newspapers.
- Ensure adherence to all company policies, procedures and guidelines.
- Clock in and clock out of work every shift.
- Maintain positive employee relations by keeping open lines of communication with all members of the team and other departments.
 - Attend meetings as requested.
 - To perform any duties reasonably requested.

Working within a similar environment would be an advantage, but not essential. You will need to be able to work on your own initiative. Working variable hours (on a rota basis) to suit business needs, including evenings, weekends, and bank holidays. The ideal candidate will be hardworking and quick to learn, with a high attention to detail. Bryn Meadows is an equal opportunities employer. Unfortunately, we are unable to sponsor candidates from outside the EU. Non-EU candidates need not apply. National minimum wage applies.

Please send CV to ellie.ferris@brynmeadows.co.uk