



Job Description

Job Title: Night Porter

Hours of Work: Part Time+

Rate of Pay: National Minimum Wage Applies

Reports to: Front of House Manager

Position Summary:

Duties

- As part of the Reception Team, help to create an outstanding experience for the customer, so that customers are greeted professional, friendly, and in a 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.
- Ensure adherence to all company policies, procedures and guidelines.
- 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.
- Responsibilities and hours of work vary according to business levels and other criteria at the discretion of the management

You will need to be able to work on your own initiative. Working part-time variable hours (on a rota basis, at national minimum wage) to suit business needs, including weekends. The ideal candidate will be hardworking and quick to learn, with a high attention to detail. Full training will be given.

To apply, please fill in the application form from the website and send this with your CV to matthew.jenkins@brynmeadows.co.uk