

JOB DESCRIPTION

Job Title: Night Porter	Date completed: Nov 2021
Department: Hotel Reception	Location: Park House
Reports to: Night Manager	Direct Reports: Night Team

Job purpose:

The Hotel & Spa night porter is responsible for providing a friendly, welcoming and efficient service to all hotel & Spa guests, in line with our Park House Hotel vision and values on customer satisfaction. There is also an expectation to support colleagues in other areas of the hotel and to assist where required.

Responsibilities & key outputs:

- As the first point of contact with guests both in person and over the telephone, it is essential to help create a welcoming, professional and friendly atmosphere within the hotel & spa , providing information to all guests.
- Answer all internal and external telephone calls in a timely and courteous manner in accordance with Park House telephone standards.
- Deal with through the night guest requests
- Security of business & safety of guests maintained at all times
- Handle communication through the Hotel departments from late to early
- Be aware of all areas of the hotel and support as and when necessary.
- To ensure health and safety procedures are consistently applied in accordance with hotel health and safety policy.

PERSON SPECIFICATION:

- Focused, organised, efficient, with an eye for detail and a passion for good service.
- Reliable, trustworthy & diligent
- An ability to communicate with guests in a relaxed manner, whilst consistently delivering first-class professional service.
- Excellent communication skills and an ability to communicate clear information to the team.
- Ability to work independently within the team and to be able to prioritise.
- Passionate about the environment in which we work.
- Ability to be flexible with working hours and able to understand the needs of the business.

Benefits to you:

- Competitive hourly rate plus TIPS
- Meals whilst on duty
- Training and development
- Career opportunities
- Complimentary gym use
- 20% discount on hotel Food & Beverage
- Discounted friends & family hotel stays
- Access to Pride of Britain Hotel staff rates across 50 luxury UK Hotels

If you're interested in this role please send your CV to operationsmanager@parkhousehotel.com