



JOB DESCRIPTION

JOB TITLE: Night Porter
DEPARTMENT: Front Office
RESPONSIBLE TO: Night Manager

PRIMARY PURPOSE OF JOB

To ensure the security of hotel guests and the property as a whole. To assist at the International Hotel, Grays Hotel when required as part of your job role.

Summary of Duties and Responsibilities

1. To carry out a minimum of four security clock runs at regular intervals with particular emphasis on fire risk, health & safety.
2. To check in and out hotel guests and assist with luggage.
3. To assist on reception and the bar and in food and beverage/conference areas as required
4. To serve food and drink to the laid down standards.
5. To observe all the relevant legal requirements as laid down in your employee handbook.
6. To provide guests with directions and information on the local area including places of interest and special events. To know where further information on these can be found.
7. To undertake outside duties, ie gritting, carpark litterpicking, emptying bins, cleaning.
8. To order and deliver guest and hotel newspapers and to maintain control over this operation.
9. To programme wake up calls in the Guest Link computer with absolute accuracy. Double checking of this operation is essential.
10. The preparation of all breakfast trays to the laid down standard and delivery to the rooms as required.
11. The cleaning of areas within the hotel: Back office, Restaurant, Bar, Lobby, Quiet Lounge, Reception
12. Meeting Room Corridor. Note: All tables in the bar must be cleaned and polished. Any trays or similar obstructions must be removed from corridors.

13. To exercise telephone control ensuring consistently high levels of telephone service are achieved.
14. To take monies for the payment of services and to give change when able.
15. To take responsibility for the accuracy of payment receipt and the control of the Night Porters float.
16. To actively look out for maintenance and requirements and complete a maintenance form for any such requirement.
17. To set up the coffee station in the lobby prior to 05.30am as required
18. To comply with and act in accordance with all Company fire regulations and to adhere to the Company's fire policy.
19. To act in accordance with all Health & Safety and Hygiene regulations and to adhere to the Company's Health & Safety policy.
20. To attend all statutory training as & when required.
21. To arrive at work at the correct time and in the correct uniform ensuring it is in immaculate condition.
22. To behave in a friendly and hospitable manner to all guests, customers and staff.

This JOB DESCRIPTION is not exhaustive, therefore the job holder may be required, from time to time, to carry out tasks as & when requested by Management.