



## **Job Description**

**Job Title:** Night Porter  
**Department:** Reception  
**Responsible To:** Reception Manager

### **Job Summary:**

To provide a friendly efficient service to the guests and visitors of the hotel in line with the standards required of a 4\* rated establishment and also undertake a range of duties contributory to the upkeep of the building and safety of those staying overnight, including resident staff.

### **Main Duties & Responsibilities:**

1. Readiness of self for service which includes maintaining a high standard of appearance and hygienic preparation (e.g. nails, clothing, hair and personal hygiene) suitable for close contact interaction with customers, thus projecting a professional and pleasant image
2. The diligent handover of a shift to another, communicating everything pertinent to the requirements of customers and other information needed for successful on-going operations e.g. passing on of messages. Also preparing at the start of shift everything required for a smooth operation e.g. updating of customer information, signage for conferences etc.
3. The accurate taking of bookings and recording of customer requirements using the required recording method i.e. manual or computerized system, confirming/repeating back to the customer what is ordered to avoid misunderstandings.
4. The essential greeting of customers in a friendly, polite manner, whether in person or by telephone, or by using other media, to create an excellent 'first impression' and instill a good feeling consistent with our hospitality aims.
5. Unobtrusive checking of customer response and reaction to service during his/her 'service journey' with us to ensure total satisfaction. Ideally resulting in repeat business and recommendation of our establishment to others.
6. The ability to not only spot a potential problem, but deal with this to the satisfaction of the customer, (otherwise notify a senior colleague to resolve anything you cannot resolve yourself.)
7. The 'upselling' of products and services contributing to the customer experience e.g. the making of restaurant reservations, sales of tea or coffee, promotion of forthcoming events, promotion of other Leaderboard centres etc.
8. The provision of specific information when asked concerning the layout of the establishment, opening times and contact names e.g. Golf professional. Also acting as a source of information and literature, if available, for guests in relation to local 'tourist' destinations.



9. The implementation of any security arrangements regarding company monies, and property.
10. The takeover of bar service and bar closure responsibilities from bar staff who started earlier in the day, maintaining provision of alcohol to legitimate hotel guests. Also conformance with Alcohol Licensing conditions.
11. Provision of room service to meet guest needs when required, maintaining high standards of presentation, food safety and speed in delivery.
12. The undertaking of night cleaning duties e.g. Lounge Bar vacuuming to maintain standards.
13. Nightly tours of the building to check means of escape are maintained, fire safety and security measures are 'fit for purpose'. Also taking action in the event of fire alarm by checking the zone indicated by the fire panel activation. When deciding to evacuate work closely with night colleague(s) to effect a proper evacuation consistent with the written fire precautions.
14. Taking responsibility for own safety and well-being by following procedures such as seeking assistance in the event of any potential conflict e.g. unwelcome behavior from a customer, for example: someone appearing drunk and aggressive.
15. The accurate billing of what the customer(s) has had, avoiding mistakes and over/under-charging errors. Dealing efficiently with payment transactions at point of sale and subsequent 'cashing up' strictly to conform with internal standard operating procedures.
16. The ability to sensitively demonstrate excellent service provision across a wide range of customer types and market segments.
17. Work effectively as a member of the team ensuring that customer needs are paramount and that co-operation with others in immediate team is exemplary as well as other internal service relationships i.e. other departments.
18. The essential and courteous acknowledgement of customers on departure, thanking them for their custom to leave a good impression at the end of their current 'service journey'.
19. Compliance with all rules and regulations e.g. fire safety, use of computers, maintenance of confidentiality, completion of administration, self-certification, absence reporting etc.
20. The up to date maintenance of a register of guests and resident staff in case of fire evacuation and compliance with all health and safety procedures. The recording of any incidents in the Duty Manager book/diary and reporting of maintenance issues for prompt attention. Dealing with minor maintenance requests e.g. light bulb replacement.
21. Effective utilization of any equipment and office machines and the efficient handling and distribution of incoming/outgoing mail and parcels e.g. incoming newspaper distribution.



22. Demonstrate willingness to work in any department when necessary to meet the needs of the business, help satisfy customer requirements and work flexibly e.g. during seasonal periods when business activity levels fluctuate.

I have received, read and understood the above Job Description for Night Porter:	
Name (PLEASE PRINT):	_____
Signature:	_____
Date:	_____

**This list of duties is not exhaustive, nor is it intended to be, and duties are not listed in any order of priority. A copy of this should be kept by Personnel.**