

**JOB DESCRIPTION**

**POSITION:** Night Porter

**PROPERTY:** South Lodge

**DEPARTMENT:** Nights

**REPORTS TO:** Nights Supervisors

**ORGANISATION CHART**

**JOB PURPOSE**

Primarily working as part of the Front of House Team, the Night Porter will be responsible for the security of the hotel and guests overnight. This includes maintaining the cleanliness and standards of the hotel public areas during the night time hours, whilst also acting as the point of contact for guests.

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* Maintaining our luxury standards of cleanliness and service at all times
* Operating cleaning machinery in accordance with guidelines given
* Working with cleaning chemicals in line with COSHH guidelines
* Attend to guests needs and requirements, including arrivals and departures
* Set up conference and banqueting rooms as required
* Responsible for the security and integrity of property and guests whilst on duty, adhering to company policy and legislation
* Regular patrols to check security and safety of property and guests
* Preparing and delivering room service orders as per standard

**Exclusive People**

* To work as part of a team and to constantly evaluate our processes to improve the experience of our guests
* Establish and maintain effective employee relations across departments

**Improve Profit**

* Works with the Front of House Manager and Night Supervisors to improve the effectiveness of both the night porter and cleaning service, providing ideas for costs savings and efficiency.

**Increase Revenue**

* To ensure all opportunities to generate revenue for the hotel are maximised and there is a strong channel of communication between sales to ensure effective, efficient and wholly beneficial operations for both staff and guests alike

**Strong Brand**

* Complies with Exclusive Collection policies and procedures

**Health and Safety**

* To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
* The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
* To report any defects in the building, plant or equipment according to hotel procedure.
* To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
* To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
* To be fully conversant with:
* The Resort Fire and Bomb Procedures
* The Resort Health and Safety Policy Procedures
* Departmental Food Hygiene Regulations
* C.O.S.H.H. Regulations
* Staff Handbook

**General**

* Display a professional image of the Exclusive Collection by delivering the company values and demonstrating the courtesy standards and non negotiables at all times
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position
* As the resort’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.

**Skills & Experience Required**

* An keen eye for detail
* The ability to work, understand and adhere to luxury standards
* The ability to work alone and as part of a team
* Good communication skills and a high level of spoken English
* Exceptional organisational skills
* Physical fitness
* Customer service skills
* Previous experience in a similar operation
* To have a great personality and be genuine, approachable and attentive.
* Computer skills.
* Positive attitude

**NOTE:**

This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

Employee Name (Signature)