

**Job Title:**

Night Porter

Location:

Holiday Inn Express, 106A University Street, Belfast, BT7 1HP

Responsible to:

Night Manager / Front Office Manager / General Manager

Hours of Work:

16 hours per week

Rate of Pay:

£8.03 per hour

Main Purpose of Job:

Ensure the Front Desk operates in an efficient and organised manner, anticipating guest needs dealing with all guest enquiries in a pleasant and efficient manner exceeding guest expectations

Experience / Qualifications**Essential:**

- Experience within a Customer Service Role
- 5 GCSEs at grade C and above to include English & Maths or equivalent
- High level of IT proficiency
- Customer Service Skills
- Excellent communication and listening skills
- Ability to work in a fast paced environment requiring flexible working and a genuine willingness to help guests and colleagues within the hotel

Desirable:

- Experience within the hospitality industry

Main Duties:

- Welcome the guest with full attention and a warm smile
- Ask guest to fill in registration card and reconfirm guest booking in computer system with guest, i.e. no of nights stay, non-smoking room choice, rates etc.
- Check method of payment and take imprint of credit card or cash deposit (also take vouchers etc. if applicable). You are responsible for accounts of guests who you have checked in
- Enquire if guest would like restaurant reservation, newspaper or wake up call etc.
- Enquire if guest would like assistance with luggage

- Hand guest key/key card and indicate room number in discreet fashion and indicate location of lifts and restaurant
- Be familiar with sales and promotional activity and upsell at every possible opportunity
- Answer switchboard (where appropriate) in a speedy, professional manner with an appropriate greeting
- Liaise with reservations on a daily basis ensuring all relevant correspondence is at hand
- Ensure that all information is entered into Brilliant System in a correct and timely manner
- Ensure all reservations are accepted, recorded and confirmed (where appropriate) in accordance with company policy and in an efficient, courteous and professional fashion and file all correspondence accordingly
- Ensure the Accommodation Department is aware of all guest requests etc.
- Ensure all guest mail, faxes and messages are recorded accurately and passed to porters for prompt delivery
- Ensure all cash, charge, float and till procedures are carried out in accordance with company policy
- Ensure guest property left behind is passed to the Housekeeping department for lost property
- Carry out company's customer relation policy and communicate hotel services to guests
- Wear clean, suitable uniform and name badge at all times
- Ensure a high standard of personal hygiene and grooming
- Actively participate in any training and personnel exercises designed to improve standards and performance levels
- Deal with guest complaints in a friendly and efficient manner ensuring guest satisfaction at all times
- Upkeep of the equal opportunities policy to ensure that there is a neutral working environment
- Work in accordance with standard procedures within each department
- Keep staff/work areas tidy, safe and report any hazard, accident, loss or damage to management and observe all requirements under the health & safety at work legislation

Note: The above is not intended to be an exhaustive list and you will be expected to comply with any reasonable requests or duties directed by Management