Night Porter

**Location:** Holiday Inn, 40 Hope Street, Belfast, BT12 5EE

**Department:** Nights

**Hours of Work:** As rostered to meet the needs of the business

**Rate of Pay:** £8.03 per hour

**About Us…**

We are always looking for talented and enthusiastic team members at all levels to join our company

We want to encourage our team members to develop new skills, embrace new challenges and be rewarded in our company

Andras Hotels is a leading property development and hospitality company based in Belfast, Northern Ireland. We’re the city’s largest hotel group. We are proud to be at the forefront of hospitality in Northern Ireland and our growth is based on a simple idea – that a hotel should be a home away from home

**About the Role…**

The overall job purpose is to provide all guests and potential guests with a friendly, efficient customer service at all times, so that they receive a positive impression of the company. To carry out night porter procedures accurately and efficiently within the department. This will include serving behind the bar and preparing the restaurant and hotel for the day ahead

You will be the main point of contact for any guest issues during your shift and have responsibility for hotel safety and security

**About You…**

You will have excellent communication skills and be customer service focused. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative

You will be organised and have a positive and friendly outlook. You will be a well presented, motivated team member

**Why Work for Us…**

**Andras Hotels Employee Benefits:**

Induction and Training Programme

Andras Academy – progression opportunities within the Andras Hotels Group

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Pension Scheme

Holiday Entitlement

Work for globally renowned Hotel Brands

Continuous Job Vacancies throughout the Group

Uniform

**IHG Employee Benefits:**

IHG Brand Training

IHG Staff Rates Worldwide

IHG Family and Friends Rate

IHG Reward Club Incentive Scheme

50% Discount on Food & Drink

**Main Duties and Responsibilities**

* Check in late arrivals, check out early departures
* Follow all company health and safety and security policies and procedures
* Setting up of functions/meeting rooms and breakfast
* Support all departments where required
* Report any maintenance problems, safety hazards, accidents, or injuries
* Ensure uniform and personal appearance are clean and professional
* Maintain confidentiality of guest information
* Be familiar with sales and promotional activity and upsell at every possible opportunity
* Answer telephone in a speedy, professional manner with an appropriate greeting
* Carry out company's customer relation policy and communicate hotel services to guests
* 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

**Key Performance Behavioural Indicators**

* Identifying customer service problems or issues before they arise
* Displaying a positive, friendly and informal manner with customers
* Showing a sense of urgency on behalf of customers and actions requests quickly
* Undertaking work in a well-organised and systematic way
* Working effectively with colleagues and other departments
* Striving for excellence by paying attention to important detail
* Ensuring promises are kept by following through on customer requests

**Accountability**

* Works within Nights Department – Front Office, Restaurant, Bar
* Hours of work will involve weekends

**Qualifications and requirements**

**Essential:**

* Experience within a Night Porter 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

**The statements in this job description are intended to represent the key duties and level of work being performed. They are not intended to be ALL responsibilities or qualifications of the job**