

Job Title:

Conference & Banqueting Porter

Location:

Crowne Plaza, 117 Milltown Road, Shaw's Bridge, BT8 7XP

Responsible to:

C&B Manager / Assistant C&B Manager / C&B Supervisor

Rate of Pay:

National Minimum Wage Under 25

National Living Wage 25+

Hours of Work:

40 hours per week

Profile:

To ensure the Conference and Banqueting rooms are presented in the manner requested by the guests

Main Duties and Responsibilities:

- Ensure the conference and banqueting rooms are set up and fully serviced for the day's business
- Ensure that all facilities requested by those hiring the rooms are available
- Assist with the setting up of the conference rooms to the pre-defined criteria
- Oversee the general upkeep of public areas, i.e. toilets, main foyer and porch and all lighting levels for same
- Liaise with all other departments on the special requirements of large groups or individuals and follow through, e.g. morning paper delivery, placing gifts in rooms, group departure times etc.
- Carry out company's customer relation policy and communicate hotel services to guests
- Wear clean and suitable uniform 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 Health & Safety at Work act (1989)



Accountability

- This job involves working in Conference and Banqueting areas. Hours of work will include evenings and weekends

Experience and Qualifications

Essential:

- Experience within a Conference & Banqueting Porter role
- Good 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
- 5 GCSEs at grade C or above to include Maths and English or equivalent

IHG Employee Rewards:

50 % Discount on Food & Beverage
Employee Rates Worldwide

Andras Hotels Employee Benefits:

Andras Academy – progression opportunities within the Andras Hotels Group
Andras Hotels Staff Benefits Scheme – discounts on shopping, travel, food
Holidays
Work for globally renowned Hotel Brands
Continuous Job Vacancies throughout the Group
Uniform
Staff meals while on duty

*** To carry out any reasonable duties as specified by the General Manager, or Company Management**

*** This above list of duties and responsibilities is neither inclusive nor exhaustive and there may be other duties and responsibilities associated with this job or position**