

Night Porter

Location: IBIS Queens Quarter – 75 University Street BT7 1HL

Department: Front Office

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 and we are proud to be at the forefront of hospitality in Northern Ireland.

About the Role...

This is a crucial role within a dynamic and fast paced environment. The Night Porter is instrumental in overseeing the running of the hotel from sunset to sunrise. This is a hands on role managing the guest expectations and ensuring the standards of the brand are maintained. As a Night Porter particular emphasis is placed upon maintaining the security of the hotel and you may at times assist other departments to ensure an excellent service is provided to our guests.

About You...

You will be an approachable person, being vibrant, confident and professional in personality. You will have good communication skills, the ability to perform well as part of a team and be able to work on your own. You will have strong attention to detail and be able to carry out instructions. You will have the ability to perform manual handling tasks.

Why Work for Us...

Andras Hotels Employee Benefits:

Health Care Cash Plan

Andras Hotels Staff Discount Scheme – travel, food, shopping

Recruit a Friend Scheme

Employee of the Month Award

Payroll Giving in Action

Staff meals while on duty

Uniform

Discounted rate at Crowne Plaza Gym

Andras Academy – Training and Development Programmes and progression opportunities within the Andras Hotels Group

Work for globally renowned Hotel Brands

Reward Club Incentive Scheme

Discounted Hotel Rates

Hotel Incentive scheme

Main Duties and Responsibilities...

Front Office

- Achieve individual and departmental targets and objectives
- Welcome guests in a friendly, prompt and professional manner recognising Loyalty Club Members and returning guest.
- Check in/check out guests according to procedure, issue room keys, provide information on hotel services and room location.
- Answer the telephone in a prompt and courteous manner.
- Up- sell services to maximise hotel revenue
- Promptly resolve customer issues, requests and enquires
- Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow up
- Accurately process cash and credit card transactions using established procedures
- Be full conversant and comply with the Health and Safety procedures of the hotel.
- Immediately report any Health and Safety incidents, security breaches, concerns or suspicious behaviour to the supervisor or manager on duty#
- Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service
- Good local knowledge enabling you to provide information to guests of local tours, attractions etc.
- Run nightly reports from hotel software as per hotel standard

Food and Beverage

- Achieve individual and departmental targets and objectives
- Play a crucial part in the day-to-day setting up of breakfast which will include cooking and cleaning ensuring the breakfast area is set to brand standards
- Serve food and beverages to the standards set out by the hotel at all times.
- Follow the food and beverage sequence of service set out by the hotel at all times.
- Ensure that adequate preparation is carried out
- Prepare and serve food as per the 24 hr snack menu
- Be responsible for the cleanliness of all equipment used to serve guests
- Demonstrate service attributes in accordance with industry expectations and company standards including attentiveness, anticipation, accuracy and maintaining high levels of knowledge about the products and services offered by the hotel.
- Participate in any training sessions, briefings and meetings as and when requested.
- Complete end of day procedures including till conciliation

Safety and Security

- Responsible for the safety and security of the guests and maintenance of the hotel at night
- Perform regular night-time walks around the hotel
- Ability to carry out basic first aid when required
- Perform the role of the hotel fire warden and any associated duties
- If required deal with difficult guests
- Make contact with police/ambulance and other emergency services if required
- Remove potential hazards where appropriate to ensure the hotel is a safe environment

Other

- Clean and set up conference / meeting rooms as and when required to brand standard

- Clean public areas and hotel entrance
- Perform minor maintenance tasks as and when required
- Receive goods as per procedure and ensure correct storage
- Perform housekeeping duties if and when required
- You will be expected to adopt the hotel brand behaviours

Behaviours...

- Team Work – work cooperatively and effectively with others
- Positive and “Can Do” attitude – positive, friendly manner with customers and colleagues
- Commitment – “I do what I say”, commitment to do the best in everything I do
- Diversity & Respect – welcome, include and demonstrate respect for all individuals from all groups
- Integrity – honest, respectful and accountable

Accountability...

Works throughout the hotel in all departments.

Hours of work will include nights, weekends and bank holidays.

Attendance at training courses

Qualifications and Requirements...

Essential:

- Experience within a customer service role
- Basic level of IT proficiency

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