

## Temporary Night Porter

**Location:** Crowne Plaza, 117 Milltown Road, Shawsbridge, BT8 7XP

**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. 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 strong attention to detail. You will enjoy working with a team and contributing positively to it, but also have the ability to work on own initiative. Communication is key working in the front office to ensure all standards are adhered to. This role requires the ability to perform the following: carrying or lifting items, pushing and/or pulling items, frequently standing up and moving about the facility, frequently handling objects and equipment to maintain the facility, frequently bending, stooping and kneeling

### 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  
Staff meals while on duty

---

#### **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**

- 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, which 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.
- Liase 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.
- To ensure guest property left behind is passed to the Housekeeping department for lost property.
- To carry out company's customer relation policy and communicate hotel services to guests.
- To wear clean, suitable uniform and name badge at all times.

- To ensure a high standard of personal hygiene and grooming.
- To 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.
- To 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

---

#### 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**